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ANNUAL REPORT 1989/90

Province of British Columbia

Ministry of Social Services and Housing

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To the Honourable David Lam
Lieutenant-Governor of the
Province of British Columbia

May It Please Your Honour:

I have the honour to submit the Annual Report of the Ministry of Social Services and Housing for the fiscal year ended March 31, 1990.

Peter Dueck
Minister of Social Services and
Housing

To the Honourable Peter Dueck
Minister of Social Services and
Housing

Sir:

I am pleased to submit for your consideration the Annual Report of the Ministry of Social Services and Housing for the fiscal year ended March 31, 1990.

Richard K. Butler
Deputy Minister

MINISTER'S MESSAGE

When I became Minister of Social Services and Housing in November 1989 I was well aware that taking leadership of an organization as large and far-reaching as this ministry would not be an easy task. I am indebted to the executive, division and field staff throughout the ministry. Their dedication to the ministry and to the programs they have helped design and deliver have allowed this ministry to continue providing quality service to British Columbians in the face of the major changes that took place in 1989/90.

The changes were not only in leadership, but in programs, service delivery and even office location.

Programs and services to persons in need must, by their very nature, evolve to keep pace with a changing society. The development of the Programs For Independence service delivery model reflected the changing needs of society in 1989/90. PFI programs encourage employable British Columbians to return to the work force while giving them the tools they need to do so. The programs also provide assurance to the elderly and people with disabilities that their needs will continue to be met.

Another new program is the At Home Program for Children with Severe Disabilities, which makes it possible for parents of children with disabilities to care for their children in their own homes. At Home is a tribute to the concept of cooperation: this inter-ministry initiative, funded and delivered by the Ministries of Social Services and Housing and Health, and the B.C. Lotteries Corporation, was developed with the help of medical professionals, caregivers and, significantly, the families who are benefiting from the program.

Still another new program is the Assisted Adoption Program, which offers financial assistance with extraordinary costs to people who adopt a child with special needs.

One thing has remained constant: The Ministry of Social Services and Housing is committed to helping the people of British Columbia to help themselves, and to fostering partnerships with service-providing agencies on the local, national and corporate levels.

And our programs and services have grown as a result.

This Annual Report of the Ministry of Social Services and Housing portrays great development in our services to the people of British Columbia; development which I believe proves true the adage "It is only through change that we grow."

Peter Dueck
Minister

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SECTION 1

Introduction

Mandate of the Ministry of Social Services and Housing

The role of the Ministry of Social Services and Housing is to provide the most vulnerable or disadvantaged people of British Columbia with the tools they need to participate in the life of the community.

The Minister of Social Services and Housing is authorized to carry out these activities through the *Ministry of Social Services and Housing Act* of 1979.

Persons who receive assistance under ministry programs include the long-term and temporarily unemployed, low income earners, families experiencing difficulties, children and adults with mental handicaps, senior citizens, and children in need of suitable guardians.

The ministry's programs can be divided into the following categories: income assistance; assistance to help individuals find or keep employment; services to support families and ensure the well-being of children; rehabilitative programs for persons with mental handicaps; services for seniors; and programs that help families, persons with disabilities, seniors and hard-to-house older singles find affordable and suitable housing.

Policy, priorities and program content for the ministries programs are determined by government through legislation and cabinet and ministerial direction.

The ministry serves the people of British Columbia by helping them during times of need and assisting them to regain or achieve self-sufficiency.

GOALS

To achieve this mission, the following goals have been established:

- To meet our commitment to quality service.
- To provide opportunities for independence and self-sufficiency.
- To work in partnership with others in the planning and delivery of our services.
- To promote our vision, values and achievements.

SECTION 2

Financial Report

[redacted]

TABLE 1

Summary of Estimates and Expenditures by Major Program Classification, 1989/90 — ($Millions)

	Authorized Budget[1]	Actual Expenditures
Income Assistance Programs[2]	931.1	916.6
Rehabilitation and Support Services	200.0	197.5
Services to Families and Children	143.6	142.9
Services to Seniors	45.0	39.0
Direct Community Services	139.5	138.6
Administration[3]	57.6	56.9
Housing	23.6	23.4
Opportunities to Independence	37.6	36.3
Total	1,578.0	1,551.2

Detailed figures on ministry expenditures are available from *Public Accounts, 1989/90, Volume 1,* published by the Ministry of Finance and Corporate Relations.

[1] Main Estimates Voted (details are available from *Estimates,* Fiscal Year Ending March 31, 1990), published by the Ministry of Finance and Corporate Relations) as adjusted for transfers of funds during the fiscal year.

[2] Includes Health Care and Dental Care.

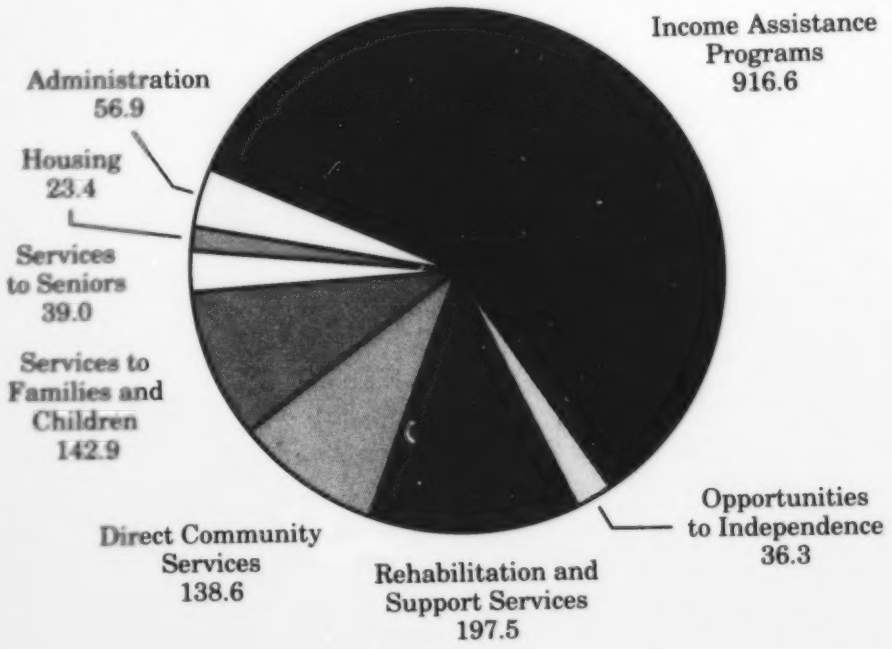
[3] Includes Minister's Office.

TABLE 2

Actual Expenditures, Comparison of Fiscal Years 1985/86 to 1989/90 — ($Thousands)

Year	Income Assistance and Handicapped Benefits	Other Ministry Programs	Total Ministry Expenditure
	$	$	$
1989/90	884,329	666,897	1,551,226
1988/89	868,283	588,109	1,456,392
1987/88	864,959	508,488	1,373,447
1986/87	856,354	644,626	1,500,980
1985/86	883,374	584,699	1,468,073

Ministry Expenditures by Major Program Division ($millions), 1989/90



SECTION 3
Organization

ORGANIZATIONAL HIGHLIGHTS

The After Hours Line

The After Hours Line was expanded in the 1989/90 fiscal year.

After Hours is the toll-free number which gives professionals across the province 24-hour access to ministry child welfare services. The number is given to doctors, police officers, foster parents and other caregivers. When a child welfare emergency occurs in a community, the professional involved can call the After Hours line. Staff will either deal with the call directly or forward the call to a social worker or agency in the caller's community. Services for people with mental handicaps and emergency income assistance services are also available.

Early in 1990, a new component (the Community Information System, or CIS) was added to the After Hours system. CIS is an interactive on-line communications network with two important features.

First, it gives After Hours staff immediate access to a list of community service agencies. This allows staff to refer professionals to the most appropriate local agency quickly. Staff are also able to update the list to keep it current.

Second, CIS allows After Hours staff to keep their daytime counterparts up-to-date on case developments that occur after regular office hours. Staff record information about after hours case activities on the computer system, and staff in the district offices can read the information when they sign onto the system the next morning.

The toll-free line was introduced as part of the ministry's commitment to ensuring an equal distribution of services to all regions of the province.

Province of British Columbia
REGIONAL OFFICES
A- VANCOUVER - RICHMOND - DELTA
B - VANCOUVER - HOWE SOUND
C - FRASER NORTH
D - FRASER SOUTH
F - OKANAGAN - KOOTENAY
G - CENTRAL INTERIOR
H - PRINCE GEORGE - CARIBOO
J - NORTH
K - NORTH ISLAND
L - SOUTH ISLAND
ALBERTA
BRITISH COLUMBIA
Y U K O N
N W T
North
PRINCE GEORGE - CARIBOO
H
CENTRAL INTERIOR
G
OKANAGAN - KOOTENAY
F
FRASER SOUTH
D
FRASER NORTH
C
VANCOUVER HOWE SOUND
B
VANCOUVER RICHMOND DELTA
A
SEE INSET FOR THIS AREA
NORTH ISLAND
K
SOUTH ISLAND
L
QUEEN CHARLOTTE ISLANDS
BRITISH COLUMBIA ALASKA
PACIFIC
OCEAN
FRASER NORTH
C
FRASER SOUTH
D
VANCOUVER HOWE SOUND
B
North Vancouver
Burnaby
Surrey
Vancouver
Richmond
Delta
VANCOUVER RICHMOND DELTA
A

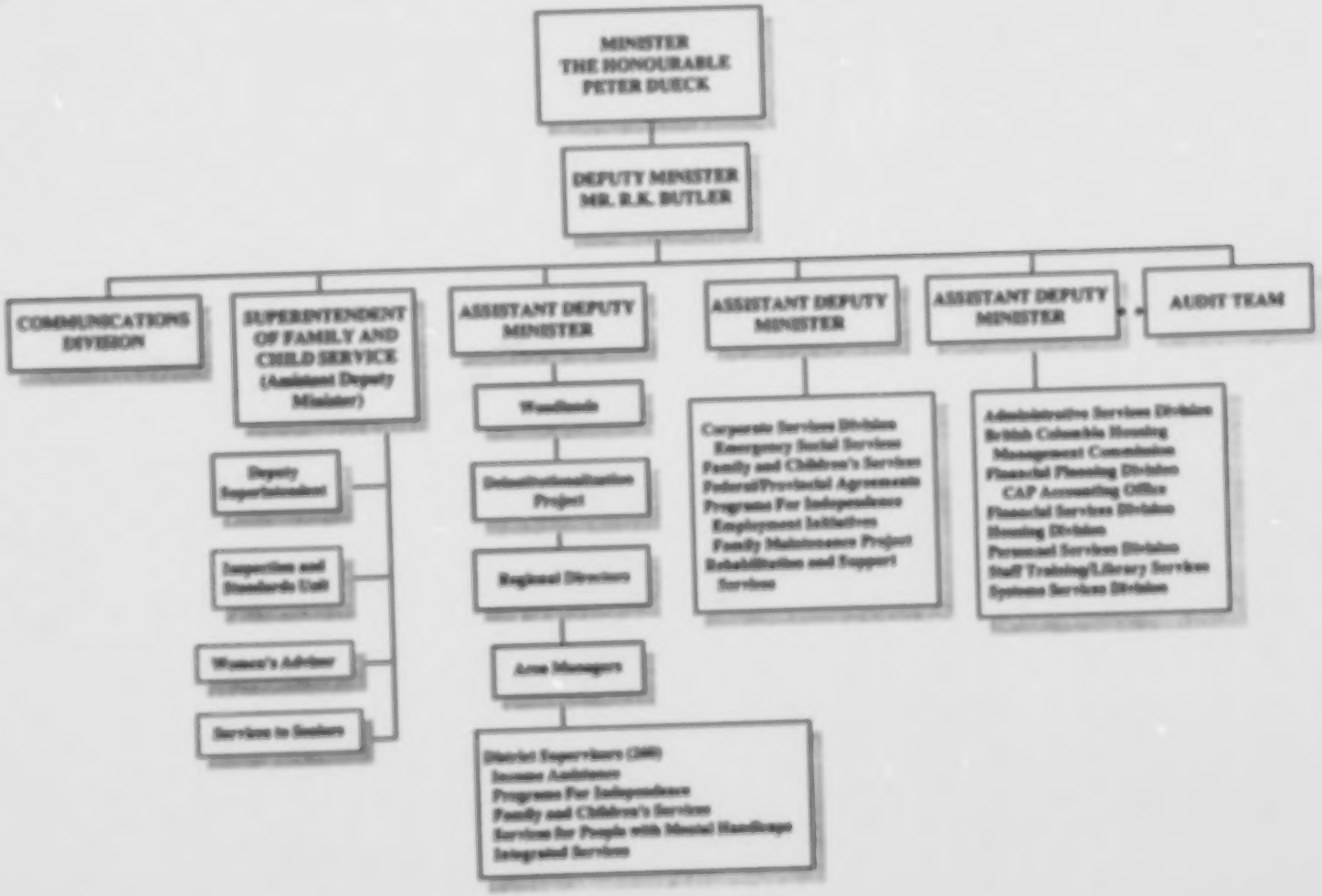
Ministry Organization

Following a major reorganization in 1988/89, the ministry now has a service delivery structure comprising ten regions which supports a strong community-based service delivery model.

Delegating greater authority in program delivery to the field service resulted in a leadership structure which promotes service, quality and accountability. It allowed for improved service delivery to clients, improved employee performance, competency and morale, and greater public confidence in the ministry's services.

By the end of the fiscal year the new structure was in place with many new community offices and new working relationships both with outside agencies and service providers.

THE MINISTRY OF SOCIAL SERVICES AND HOUSING, MARCH 31, 1990



REGION A

Region A (Vancouver-Richmond-Delta), located on the southwest coast of the Lower Mainland, services Richmond, Delta and the southern 2/3 of Vancouver.

The People — The population of Region A is 535,000.

The region experienced rapid population growth in the late 80s, due largely to immigration; 80 per cent of immigrants to British Columbia in 1989 settled in the Lower Mainland. Twenty per cent of the population is considered visible minority in Vancouver, and one out of five persons has a first language other than English.

The Economy — The population increase has created a heavy demand for housing, which has affected the supply and affordability of rental housing.

The Highlights — In 1989/90, the region separated its Family and Child Service programs. There are now intake offices to meet investigative requirements; permanent planning and adoption offices to plan for the ministry's permanent wards; family service offices to provide support to families; and resource offices to offer support services to contractors who provide residential alternatives such as foster care.

The region has also looked at ways to improve multi-cultural service delivery. One result is increased funding for translation services.

Ministry staff have developed a network of community-based services. Staff have also worked to ensure there is a staffing plan as well as training and adequate compensation for service providers in order to provide a more effective and stable service delivery system.

REGION B

Region B (Vancouver-Howe Sound) contains both the urban areas of Vancouver, North Vancouver and West Vancouver, and the less-populated areas of Howe Sound.

The People — The population totals 293,868. Population growth will continue in the urban parts of the region, and the large influx of immigrants and refugees will create special requirements for such

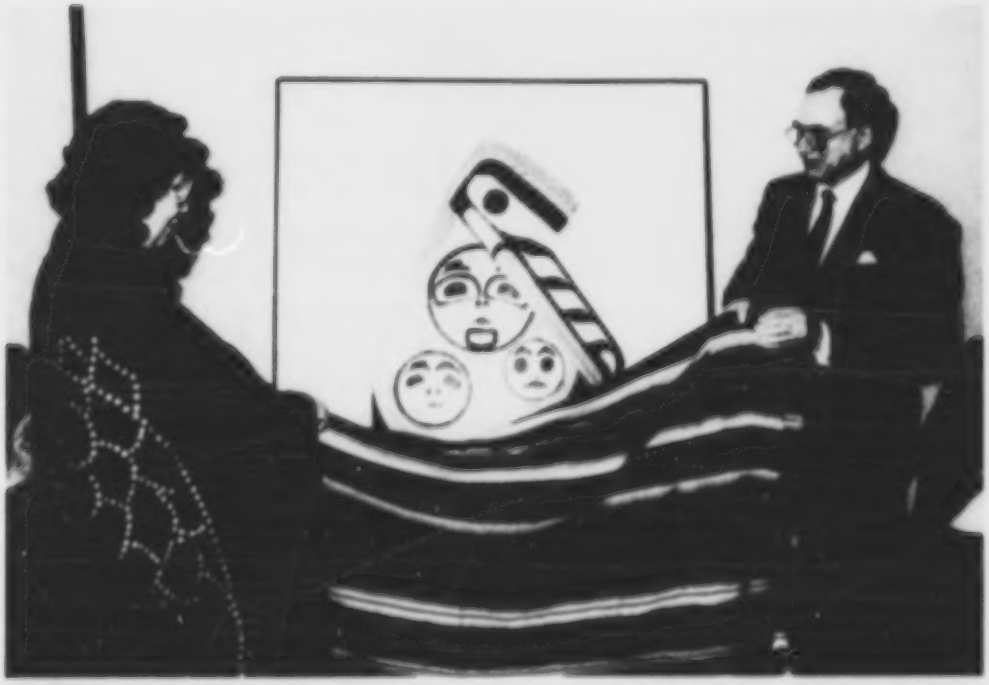
services as translation, culturally sensitive day care and support services.

The region is home to seven Indian Bands. Continuing progress is expected toward the goal of Native responsibility and control of social services.

The Economy — Housing demand, exacerbated by the tendency of newcomers to British Columbia to settle initially in Vancouver, will continue.

The Highlights — Native issues received priority attention in Region B in 1989/90:

The province's first Native Family and Children's Services Unit was opened to serve all Native children-in-care under the age of 12 who are living in Region B. The Unit is the product of a successful co-operative effort between the ministry and the Vancouver Native community.



The Honourable Peter Dueck and Gloria Nicolson, Executive Director of the Professional Native Women's Association, unveil the logo of the new Native Family and Children's Services Unit in Region B.

A contract was signed with the Native Education Centre to provide training for 400 ministry staff in Native cross cultural issues. The Centre delivered workshops on cultural, historical and developmental issues in British Columbia, with an emphasis on those issues facing Native people in urban centres.

The Professional Native Women's Association was similarly contracted to develop and expand Native resources, including more Native foster homes, in the region.

Finally, a number of Job Action programs were established specifically for Native people living in Region B.

The Adolescent Services Unit provides a unique integrated response to adolescents involved in street activities. Alcohol and drug, mental health and medical personnel work out of this unit.

Also in 1989/90, a new office for persons with mental handicaps was opened to serve both adults and children.

REGION C

The Lower Mainland communities of Burnaby, New Westminster, Coquitlam, Port Moody, Port Coquitlam, Maple Ridge and Mission form Region C (Fraser North).

The People — The population of Region C is 407,000. The region is experiencing rapid population growth, notably of young families with children. By 1995 it is expected that the region will be home to 13 per cent of British Columbia's child population.

The Economy — The area is increasingly affected by demand for affordable housing, which will continue to strain the resources of those on fixed and low incomes and persons with disabilities.

The Highlights — The ongoing efforts of Programs for Independence staff to support and encourage clients toward financial independence continued in 1989/90. Clients were supported through the Opportunities to Independence program and Employment Plus initiatives.

The region's income assistance caseload was reduced by 11.6 per cent in the 1989/90 fiscal year.

Social workers in Burnaby participated in a sexual abuse research project funded by the ministry and headed by UBC expert, Dr. John Yuille. The project, carried out jointly with the RCMP, will provide important research material on the results of systematic interview and assessment procedures in child sexual abuse cases.

The provincial After Hours emergency telephone service is operated from Region C. The tollfree After Hours Line handles requests

from across the province, as well as calls to the provincial Helpline for Children.

REGION D

Region D (Fraser South), the easternmost of the four Lower Mainland regions, takes in the urban, suburban and rural communities of Surrey, White Rock, Langley, Fort Langley, Aldergrove, Matsqui/Clearbrook, Chilliwack, Agassiz, Hope, Boston Bar and North Bend.

The People — Region D has a population of 425,698.

The region has experienced very rapid rate of population growth since 1986; 30 per cent of the population growth in the Lower Mainland was in Surrey. There is growing ethnic diversity in the region, and a large Native population. The area is also becoming increasingly popular for seniors, and for families with young children.

The Economy — Because of the increase in the number of young families and seniors, there is strong demand for low and moderate cost housing.

The Highlights — In 1989/90, protocols were developed for a uniform, multi-party approach to the investigation of child abuse allegations in day care programs licensed under the Community Care Facilities Licensing Regulations. The protocols outline cooperation between the Royal Canadian Mounted Police, the Public Health Units and this ministry.

A new transition house for abused women was opened in Matsqui/Abbotsford.

Local Inter-Ministerial Children's Committees were re-established in Surrey, and the Regional IMCC was restructured in the western part of the region to improve communication and coordination among government ministries.

REGION F

Region F (Okanagan-Kootenay) covers the southwest corner of the province, bounded by the Alberta border to the east, the Selkirk Mountains and Okanagan Lake to the northwest, and the American border to the south.

The People — The regional population is 535,000.

The Economy — Kelowna is experiencing a boom which is expected to continue. The South Okanagan has a smaller population and relies on seasonal employment. The West Kootenay area relies on primary industries, while the economy of the East Kootenay area is in transition; in the past the economic mainstay has been primary industry, however the service industry is growing.

The Highlights — There has been significant development in services to families and children in Region F. Families First programs have been enhanced. These programs include parent training and support, as well as training in life skills, budgeting and nutrition and in some cases prenatal counselling.

Other new programs include an independent living program for teens between the ages of 17 and 19, a sexual abuse therapist hired to work specifically with abused children and a 10-week COPE program to help single mothers regain independence and self-sufficiency.

REGION G

Region G (Central Interior) covers the south central interior of the province, stretching from Lillooet in the west to the Alberta border, and from Clearwater in the north to Princeton in the south. Six distinct geographic areas provide natural boundaries around which the regional areas were created.

The People — The regional population of 220,000 is concentrated in the three major population centres of Kamloops, Vernon and Salmon Arm.

The Economy — The region's economy is founded on the resource-based industries of pulp and paper, mining and agriculture, as well as service-based industries related to tourism.

The Highlights — Notable growth in non-residential support services, particularly through the Families First Program, had a significant impact by providing support to young mothers and families. The Employment Opportunities Program was very well received by local business, with a significant number of full-time employment placements having been made.

REGION H

Region H (Prince George-Cariboo) covers 900,000 square km in the geographical centre of British Columbia. Its boundaries extend from 100 Mile House in the south to Fort Ware (north of Mackenzie) in the north, and from Burns Lake in the west to the Alberta border in the east.

The People — The regional population of 171,305, is concentrated in three centres: Prince George, Quesnel and Williams Lake. Almost half the population lives in Prince George. The population is relatively young, and families tend to be made up of younger children. An increasing percentage of the population (10 per cent) is Native.

The Economy — Region H has experienced very high unemployment rates. The cyclical and seasonal nature of the resource-based industries of lumber, pulp and paper, mining and agriculture often means there is less opportunity for many clients to achieve independence. There is a strong supply of affordable housing, and the percentage of homeowners is higher than for the province as a whole.

The Highlights — Region H was home to the Foster Parent Annual General Meeting, held in Prince George this year.

The region also saw an increase in services to persons with mental handicaps in several smaller communities, and a conference on family violence co-sponsored by the Carrier Sekani Tribal Council.

Other highlights of the year include the renewal of the 1987/88 agreements for joint child welfare projects with the Carrier-Sekani Tribal Council and the McLeod Lake Indian Band. Under these agreements the ministry supports and assists the Band and Tribal Council in their efforts to strengthen their families and promote the traditional way of life and language.

REGION J

Geographically the largest of the ministry's regions, Region J stretches from the Queen Charlotte Islands in the west to the Alberta border in the east and the Yukon and Northwest Territories in the north. The southern boundary traces a line northward along the west shores of the Babine, Takla, Stuart and Williston Lakes, then reaches south again to the 54th parallel.

The People — Region J covers the largest area and the smallest population of all regions. The population of 134,512, which is on the decline, is found mainly in rural communities and small urban centres. The average age is younger, there is a higher percentage of men and the labor force is generally less well-educated. The large Native population (19 per cent) includes some of the most active groups in the province: the Haida, Nishga, Gitksan'Wet'sueten and Treaty 8 Bands.

The Economy — The economy of the region is mainly resource-based, but varies from area to area. The unemployment rate is the second highest in the province. There is an adequate supply of affordable housing, and land costs are reasonable.

The Highlights — A new day program for adults with mental handicaps was implemented in Smithers. The program is an exercise in employment and business enterprise for the ministry's clients. The clients are operating a mini golf course business.

In cooperation with Native groups in the north, new child welfare facilities are being planned for Massett Village and Fort St. John. The facility in Massett will be jointly sponsored by the ministry and Haida Band. The facility in Fort St. John will be sponsored by the Awassis Society, and will be staffed by Native workers.

A new office providing special services to children has been established in the remote community of Granisle, and family support services have been extended to Telegraph Creek and Dease Lake.

REGION K

Central and Northern Vancouver Island, from Ladysmith to Port Hardy, and the Powell River area on the Mainland make up Region K (North Island). The region is a mix of small inland and coastal cities and towns separated by park and wilderness areas.

The People — Region K supports a population of 228,883 including a significant Native Indian population. There has been a significant increase in the percentage of elderly as the North Island has become a destination for retirees.

The Economy — The regional economy is centered on tourism, and on the resource-based industries of logging, pulp and paper, commercial and sports fishing, mining and fish farming. The area's dependence on primary industries make it particularly susceptible to economic downturns, and the emphasis on service-sector jobs makes it difficult for single parents receiving income assistance to achieve independence. Unemployment is the highest in the province. There is a shortage of housing, particularly for low-income families. Vacancy rates have been hovering between zero and one per cent.

The Highlights — During this fiscal year Region K established a Day Care Support Program incorporating north island communities. The regionally-based program offers support and training to day care

providers, and matches persons requiring day care with available spaces listed in a computer database.

Employment initiative projects have proven very successful in all parts of the region. Of particular note are literacy projects which have occurred in many communities throughout the north island.

Two new group homes were opened in 1989/90, to help bring former residents of Woodlands and Glendale back to their home communities on the northern part of the island.

In March, Region K was the first region to sponsor a Women's Conference, a two-day workshop on career pathing and other job-related techniques for women staff.

REGION L

Region L serves the southern portion of Vancouver Island, from Chemainus in the north to Victoria in the south, and all the Gulf Islands as far north as Thetis Island.

The People — The population of Region L is 323,012. The northern communities are rural, and are distinguished by a large Native population of six bands, including the Cowichan Band, the largest in the province. In the south, the town of Sidney and the Gulf Islands also have Native populations. Oak Bay, Saanich and Victoria together form the largest population base. The region has been seen as a retirement community, and has a larger proportion of seniors than elsewhere in the province.

The Economy — The economy in the northern part of the region is based on lumber, fishing and tourism. In the south part of the region, the Capital Regional District, the largest employers are the Department of National Defence and the provincial government. The service sector is the major growth area for new jobs. Housing costs are high, and rental vacancy rates were below one per cent as of March 1990. Population growth is spreading to the Western Communities and Sidney and the Gulf Islands, putting pressure on social and community services in those areas.

The Highlights — Development was begun on a transition house for the region's western communities in 1989/90. The facility will be complete by 1990/91. In the area of employment initiatives, a number of special employment projects for youth and single parents were initiated this fiscal year.

SECTION 4

Superintendent of Family and Child Service

SUPERINTENDENT OF FAMILY AND CHILD SERVICE

The Superintendent of Family and Child Service is appointed by the Minister to represent the rights and interests of the children of British Columbia when there is a need for protection, guardianship or support services.

The Superintendent is responsible for the administration of the *Family and Child Service Act* and the *Adoption Act.*

The Superintendent acts directly and by delegation. Duties and functions include providing leadership, setting standards, providing staff training, providing assistance and advice in individual cases, and monitoring the service on behalf of children and their families.

- ***Leadership:*** The Superintendent provides overall leadership for services to families and children, and offers guidance and support.
- ***Setting Standards:*** The Superintendent sets practice standards and expectations to ensure consistency; ensures that programs and legislative mandates are carried out in a uniform manner; establishes expectations for acceptable levels of service delivery; and ensures accountability for expenditures and quality of services provided.
- ***Delegation:*** The Superintendent delegates authority and ensures that delegates meet prescribed standards of education, training, experience, skills and knowledge.
- ***Assistance and Advice:*** The Superintendent provides assistance, advice, consultation and direction on individual case matters; critical incident reviews; special needs adoption; legal consultation and review of matters to be appealed; and case situations which may result in a need to address policy, procedures and practice.
- ***Monitoring and Review:*** In July 1988, the Office of the Superintendent was reorganized to emphasize its monitoring role. Cases which come to the direct attention of the Superintendent include: case reviews by region; Family and Children Service audits (to ensure the appropriate methods of case

review are in place and that legislation, policy and procedures are being complied with); and Superintendent reviews (to ensure appropriate use of delegated authority, and that practice is consistent with the provision of safety and well-being for the child).

The Office of the Superintendent includes the Superintendent and two Deputy Superintendents, staff who undertake projects as required, and the Inspection and Standards Unit. The Inspection and Standards Unit conducts audits and reviews of actions taken under the *Family and Child Service Act*.

SECTION 5

Family and Children's Services

FAMILY AND CHILDREN'S SERVICES

Highlights of 1989/90

- The ministry introduced the Assisted Adoption Program in March 1990. The program provides financial assistance to families who would otherwise not be able to adopt children with special needs.
- On March 19, 1990, the ministry opened the Native Family and Children's Services Unit in Vancouver. The unit is the first of its kind in the province.
- The ministry joined the Child Welfare League of America in 1990 to reinforce and strengthen our commitment to quality services.
- The ministry participated in the development of the Inter-Ministerial Protocols for the Provision of Support to Schools which was introduced in February 1990. These protocols were developed as a result of recommendations made in the Sullivan Royal Commission Report and will ensure support services to schools are delivered in a coordinated manner.
- Nominations for the first Lieutenant-Governor's Foster Families Award were requested in February 1990. A total of 159 nominations were received. The letters of nomination painted a heartwarming picture of the families which form the foundation of the Foster Care program. Ten families, who personify the values and commitment of British Columbia's foster families, will be selected for the awards, which will be presented in June 1990.

If you think some Foster Parents deserve a medal, here's your chance to do something about it.

Most of us know people who are foster parents. They're friends or family who always seem to have an endless supply of love, patience and determination.

Well, now you can give them more than just your admiration. You can nominate them for the Lieutenant Governor's Foster Families Award.

Nominees must:

- be residents of B.C.
- have at least 2 years continued service caring for foster children for the Ministry
- show respect and understanding when working with foster children and their parents
- have a cooperative relationship with the Ministry and the community.

Ten deserving foster families will be chosen and honoured at a reception hosted by the Lieutenant Governor.

To nominate your special foster family, simply call the number below and ask for a nomination package. Nominations must be in by April 7th, 1990.

Foster Care
British Columbia

1-800-663-9999

BRITISH COLUMBIA FEDERATION OF FOSTER PARENT ASSOCIATIONS

Province of British Columbia
Ministry of Social Services and Housing
Honourable Peter A. Dueck, Minister

The objectives of the Family and Children's Services are to ensure the safety and well-being of children and to assist with the preservation of the family unit. Programs are offered under the statutory authority of the *Family and Child Service Act*, the *Guaranteed Available Income for Need (GAIN) Act*, the *Adoption Act* and the *Family Relations Act*.

Family and Children's Services provide a continuum of programs, from preventive programs which support and maintain families, to adoption which provides a permanent home for children who are unable to remain with their families. Family Support Services help families stay together and function as independently as possible. Child Protection Services programs ensure the safety and well-being of all children. Residential Services for Children-in-Care provide specialized parenting for children with behavioral, emotional or physical problems when their own families are unable to care for them. Adoption Services find permanent homes for children whose families are unable to care for them.

Family Support Services promote and maintain the integrity of the family unit through counselling, parent training, temporary shelter, and rehabilitation resources to help British Columbia's families function as independently as possible in their own communities.

Expenditures for the 1989/90 fiscal year totalled $48,188,737.

In order of increasing intervention on the part of the ministry, the programs are: Children's Rehabilitation Resources, Respite Resources, Family Support Homemakers, Special Services to Children and Families, the Families First program, Non-Residential Resources, and Reconnect.

Children's Rehabilitation Resources

Rehabilitation resources help young people who are having difficulty in school — or who have dropped out of school — achieve the academic and life skills they need to re-enter the school system or continue to further training or employment.

The programs are jointly funded by this ministry, the Ministry of Education, and local school districts.

In 1989/90, the ministry purchased the services of 265 child care workers to provide behavioral management and counselling to students and their families. The ministry also contributed more than $6 million towards program expenses. The Ministry of Education provided funding for program teachers, facilities, resources and administration. There were 111 programs in operation.

TABLE 3

Rehabilitation Resources, Activities and Expenditures, 1985/86 to 1989/90

	Contracted Programs	Children Served/ School Year	Child Care Workers	Annual Expenditures
1989/90	111	5,490	265	$6,729,456
1988/89	111	5,100	215	6,016,006
1987/88	115	5,121	230	5,287,226
1986/87	123	3,667	226	4,900,896
1985/86	127	3,606	235	4,869,067

Admission to the programs is through an advisory committee with representation from the school district, this ministry, the contracting agency and if appropriate, probation and health personnel. Students are assigned to the programs for one school term at a time.

Respite Resources

Respite resources are available for families of children with special needs who are experiencing a temporary crisis or who need relief from providing 24-hour care to their child. The program offers intermittent out-of-home care for children with special needs to give families a needed break and to avoid further difficulties which might lead to the disruption of the family. The goal of the program at all times is to maintain the integrity of the family.

Family Support Homemakers

Family support homemakers provide household management or child care services for adults with mental handicaps who are in financial need, families with handicapped children or families requiring support.

The ministry purchases homemaker services from both proprietary agencies and nonprofit societies at a rate set by the Ministry of Health. Families contribute to the cost of the service according to their income.

In 1989/90, an average of 2,043 families and/or children were served each month. Workers provided 738,569 hours of service.

TABLE 4

Family Support Homemakers, Activities and Expenditures, 1985/86 to 1989/90

	Number of Nonprofit Societies Contracted	Number of Proprietary Agencies Contracted	Families and Individuals Served/Month	Annual Expenditures
1989/90	82	24	2,043	$5,535,500
1988/89	83	22	1,846[1]	5,123,760
1987/88	87	13	1,167	4,622,106
1986/87	88	13[2]	1,123	3,958,010
1985/86	88	23	1,145	3,978,294

[1] A new system was implemented in 1988/89 which resulted in more accurate figures of the families and individuals served.

[2] Includes four independent caregivers.

Special Services to Children and Families

The services of child care workers are available for families with children who have exceptional physical, social or behavioral needs. The program supports families in caring for their children so they can remain in their own communities.

The ministry purchases the services of child care workers from non-profit societies or private companies.

In 1989/90, an average of 1,506 children received assistance under this program each month.

TABLE 5

Special Services to Children and Families, Activities and Expenditures, 1985/86 to 1989/90

	Societies/ Agencies Contracted	Children Served /Month	Average Cost /Hour	Average Cost/Month /Child	Annual Expenditures
1989/90	126	1,506	$16.46	$530	$9,591,630
1988/89[1]	87	1,156	15.68	612	8,810,962
1987/88	82	1,747	13.89	396	8,293,870
1986/87	78	1,324	13.72	424	6,730,131
1985/86	84	1,330	13.02	445	7,102,194

[1] In previous years, the figures given represented the number of family members served. For 1988/89, the figures given represent the number of children served.

Families First

The Families First program is part of the provincial government's initiative of 1988 to support and strengthen the family. The purposes of the program are to promote positive parenting, develop services for special needs children and their families, increase local participation in service delivery and support family independence.

The ministry contracts with societies to provide a variety of services including family advancement workers, parent training, support to young parents and the Nobody's Perfect and Supportive Living programs.

Family Advancement Worker Program

The ministry contracts the services of family advancement workers to help parents to fulfill their responsibilities to their children. The workers work with the schools to identify children who may be at risk.

Their families are then referred to the program and offered counselling in child care, behavior management and household management.

Parent Training

Parent training uses homemakers to provide training for parents in basic coping skills, child guidance and discipline strategies, communications and household management.

Support to Young Parents

These programs offer individual and supportive counselling to young and expectant mothers. Parent training skills are emphasized, and assistance is given in developing a support network in the community.

Nobody's Perfect

Nobody's Perfect teaches parenting skills to young parents who are culturally, socially or geographically isolated and who have children aged five or under. The program is delivered through the Ministry of Social Services and Housing and the Ministry of Health, with the support of the federal government.

Supportive Living

Supportive Living programs offer women in the last trimester of pregnancy a place to live, prenatal care, life skills training, parent training, alcohol and drug abuse education. Assistance continues after the birth, and the mothers are given support in making the decision to choose adoption or parenting.

Non-Residential Resources

The ministry contracts services from non-profit societies to provide assessments, counselling, family support and work preparation and life skills for families and children-in-care.

The programs are offered to help prepare families to live independently and responsibly, to minimize placement changes for children-in-care and to help them to reintegrate to community resources and family living situations where appropriate.

Reconnect

Reconnect, for street kids, was created to help young people living on the street leave it for a healthier life style. Because street kids often have little contact with their families or communities, the program attempts to re-establish this contact. Reconnect workers also coordinate available social services and resources to ensure that each young person receives the services needed, and that they are tracked in the system.

Prevention is a major objective of Reconnect, and a great deal of energy is spent encouraging children to return to their families and communities before they get hooked on street life.

In December 1989 a provincial Reconnect seminar was held in Vancouver to review the program and provide Reconnect workers with an opportunity to exchange information and offer recommendations. Streetworkers, police officers, nurses and probation officers were among the 100 persons who attended.

There were 25 Reconnect programs in operation across the province in 1989/90, which served 900 youths. The budget allocation was over $1.7 million.

Child Protection Services

Child care services are provided for children under the age of 19 and their families who live in British Columbia, under the mandate of the *Family and Child Service Act.* The objective of these services is to ensure the safety and well-being of the children of British Columbia.

The Superintendent of Family and Child Service has a statutory obligation to investigate all reports of suspected child abuse or neglect, and to apprehend and bring before the Court those children who are believed to be in need of protection.

Inter-Ministry Child Abuse Handbook

First published in 1979, the *Inter-Ministry Child Abuse Handbook* details the provincial government's integrated response to child abuse and neglect.

The third edition was released in January 1989 and was produced by the Ministries of Social Services and Housing, Attorney General, Health, Solicitor General and Education. The revised handbook includes a section describing an integrated approach to investigation and intervention. It also contains specific protocols for responding to special situations.

The handbook is available from Crown Publications.

Helpline for Children

The Helpline for Children is available 24 hours a day, seven days a week. The toll-free number is a vital link in the ministry's child protection services. Anyone can reach the Helpline by dialing 0 and asking for Zenith 1234.

Native Child Welfare

During 1989/90, the ministry was responsible for a number of positive initiatives designed to expand or improve services to Native Indian children and their families:

- Consultation, begun last fiscal year, continued, involving over 40 Native organizations. Issues identified by these groups resulted in a report entitled "Towards Improved Services in Child Welfare and GAIN". A significant number of the report's

recommendations were implemented, including: the opening of the first Native Family and Children's Services Unit in Vancouver; cross-cultural training for ministry staff; resource development; and a commitment to provide operational funding for a Native transition house in Vancouver.

- The federal government released a discussion paper regarding a proposed management regime for establishing new Indian Child and Family Services. The ministry is continuing discussions with the federal government and is strongly committed to working closely with Bands and Tribal Councils towards the establishment of new or improved programs.

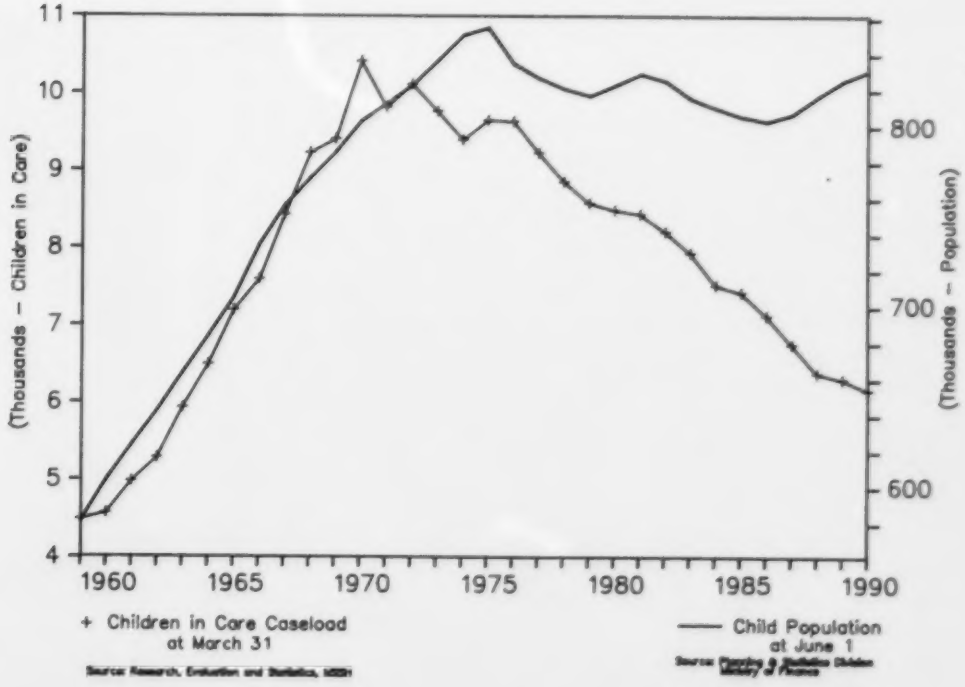
- The ministry continues to strengthen the coordination of services to Natives with other ministries in the areas of social policy, justice issues and services for Native victims of sexual abuse.

Ernie Crey, President of the United Native Nations, and Wayne Ironmonger, Manager of the ministry's Native Child Welfare Project, discuss the needs of Native children and their families in urban areas.

TABLE 6
Child Protection Investigations by Reason, 1989/90

Reason	Investigations
Physical Abuse	6,500
Sexual Abuse	6,943
Neglect	9,340
Emotional Abuse	1,122
Other	4,738
Multiple	4,319
Total	32,962

CHILDREN-IN-CARE CASELOAD AND CHILD POPULATION 1959–1990



Please note the differing scales on the left and right sides of the graph. The line depicting the child-in-care population has been placed alongside the line showing the actual child population to illustrate the relationship between the two groups. The graph shows clearly how the child-in-care population is declining relative to the actual child population.

TABLE 7

Number of Children Admitted to Care, by Reason of Admission, 1989/90

Reason	Children Admitted
SHORT TERM CARE	
Parental Mental or Emotional Condition	841
Parental Physical Illness	243
Marital Conflict	57
Parent-Child Conflict	1,053
Awaiting Adoption Placement	41
SPECIAL CARE	
Child's Mental or Emotional Condition	197
Child's Physical Handicap	27
Child's Mental Handicap	19
Child's Emotional Disorder	74
PROTECTION REQUIRED	
Physical Abuse	584
Sexual Abuse	288
Abandonment	339
Death of Caregiver (Guardianship Unclear)	11
Absence of Parent(s)	463
Disability of Parent(s)	787
Neglect of Parent(s)	518
Deprivation of Necessary Medical Care	26
Absent from Home and Endangered	470
OTHER	
Death of Guardian(s)	68
Transfer of Guardianship or Custody	2
Relinquished for Adoption	13
Request by Other Province or Country	39
Total	6,160

TABLE 8
Number of Children Admitted to Care, by Legal Status, 1989/90

Legal Status	Children Admitted
Family and Child Service Act Agreements	2,682
Before Court (F&CS Act)	3,348
Temporary Wards (F&CS Act)	—
Permanent Wards (F&CS Act)	—
Family Relations Act and Other Wards	70
Adoption Act Wards	18
Wards of Other Jurisdictions	42
Total	6,160

TABLE 9
Number of Children-in-Care, During and at end of Fiscal Year, 1985/86 to 1989/90

Year	During Year	March 31
1989/90	12,552	6,224
1988/89	12,219	6,376
1987/88	12,511	6,459
1986/87	12,849	6,832
1985/86	13,177	7,204

TABLE 10
Number of Children-in-Care, by Age and Legal Status, as of March 31, 1990

Status	Under 3	3–5	6–11	12–15	16–18	Total
Agreements	89	71	228	444	324	1,156
F&CS Act[1] (Before Court)	153	113	208	176	85	735
F&CS Act (Temporary Wards)	175	157	261	307	192	1,092
F&CS Act (Permanent Wards)	119	145	432	773	1,254	2,723
FRA[2] and Other Wards	4	14	34	95	168	315
Adoption Wards	87	24	13	12	6	142
Other Jurisdiction Wards	—	1	16	24	20	61
Total	627	525	1,192	1,831	2,049	6,224

[1] *Family and Child Service Act*
[2] *Family Relations Act*

TABLE 11

Number of Children-in-Care and Legal Status, by Region, as of March 31, 1990

Region	Short Term Agreements	Special Care Agreements	Before Court	Temporary Wards	Permanent Wards	FRA[1] and Other Wards	Adoption Wards	Other Wards	Total
A	57	93	76	102	406	22	18	2	776
B	54	50	79	137	300	18	13	6	657
C	73	71	81	126	339	18	22	13	743
D	59	71	63	110	388	22	25	9	747
F	63	66	67	152	184	21	13	10	576
G	51	82	58	87	233	22	11	9	553
H	60	42	84	74	192	47	10	4	513
J	30	19	79	91	157	63	14	3	456
K	56	45	95	129	221	42	9	0	597
L	48	66	53	84	303	40	7	5	606
Total	551	605	735	1,092	2,723	315	142	61	6,224

[1] *Family Relations Act*

TABLE 12

Number of Children-in-Care, by Type of Care, as of March 31, 1990

Type of Care	Children-In-Care
Foster Home	2,964
Independent Living	334
Parents' Home	246
Free Home	243
Adoptive Home	243
Runaways	202
Subsidized Resource	1,837
Special Resource	155
Total	6,224

TABLE 13

Number of Children-in-Care Discharged from Care of Superintendent of Family and Child Service, by Legal Status, 1989/90

Legal Status	Children Discharged
F&CS[1] Agreements	2,608
Before the Court, F&CS Act	1,226
Temporary Wards	794
Permanent Wards	707
FRA[2] Wards and Others	144
Adoption Act Wards	74
Other Jurisdiction Wards	41
Supervision Orders	734
Total	6,328

[1] *Family and Child Service Act*
[2] *Family Relations Act*

TABLE 14

Number of Children-in-Care Discharged from Care of Superintendent of Family and Child Service, by Reason, 1989/90

Reason	Children Discharged
Reached Age of Majority	739
Married	4
Deceased	16
Adoption Completed	181
Repatriated	156
Requested Order Refused	84
Withdrawn from Court	259
Agreement Automatically Terminated	270
Guardianship Transferred	240
Returned to Other Jurisdiction	23
Intermittent Care Agreement Ended	43
Parent(s) Condition Improved	1,369
Family Situation Improved	1,419
Care Required by Child Completed	805
Termination of Supervision Order[1]	720
Total	6,328

[1] Children who are returned home under a Supervision Order are not discharged until the expiration of the Supervision Order.

TABLE 15

Foster Care and Child-in-Care Expenditures, 1985/86 to 1989/90

Year	Expenditures
1989/90	$28,530,161
1988/89	26,429,240
1987/88	25,771,255
1986/87	25,162,035
1985/86	25,010,156

Residential Resources for Children-in-Care

Residential resources provide specialized substitute parenting for children with physical or behavioral problems when parents are unable to care for their child. They are available for children who are in the care of the Superintendent of Family and Child Service either by permanent wardship, temporary wardship, special care agreement, short term custody agreement or intermittent care agreement.

Residential resources include foster homes, special care homes, group homes, specialized resources, and intensive child care resources. Statutory authority for the programs is in the *Family and Child Service Act* and the GAIN Act.

Foster Care

Foster homes provide substitute family care for children who are temporarily unable to live with their own families.

The ministry recruits and supports foster homes in all British Columbia communities for children-in-care up to age 19. Foster parents are carefully screened and approved by the ministry before children are placed with them. At fiscal year end, 48 per cent of all children in the care and custody of the Superintendent of Family and Child Service were being cared for in foster homes.

Foster parents receive a monthly maintenance and clothing allowance to cover basic expenses. These rates are supplemented when children have additional needs. Rates were increased five per cent on June 1, 1989.

The British Columbia Federation of Foster Parent Associations (BCFFPA) is an important partner in training and supporting foster parents. The ministry funds the Federation and its 10 regional councils to provide training, administer two insurance programs for foster parents and operate the FOSTERLINE. FOSTERLINE is a source of information for active and prospective foster parents.

The ministry's three-year Foster Home Recruitment and Retention campaign ended March 31, 1990. The recruitment component included multi-media advertisements, community consultation and corporate sponsorships. The retention component included foster rate increases, the development of an orientation program, increased funding to BCFFPA, liability insurance coverage for foster parents and work with the BCFFPA on several new protocols.

TABLE 16
Foster Care Rates as of January 1, 1990

Age	Maintenance	Clothing	Total
	$	$	$
Birth to 5 years	234.64	42.68	277.32
6–9 years	245.38	44.65	290.03
10–11 years	275.74	52.73	328.47
12–13 years	314.14	53.49	367.63
14–19 years	344.39	63.63	408.02

Special Care Homes

Special care homes offer specialized care in a family setting for severely handicapped or disturbed children. Special care parents who have enhanced skills or education provide care for children who require greater assistance or commitment. The objective of special care homes is to assist children to achieve goals in their social, physical and emotional development in a home-like setting rather than in an institution. The ministry also uses special care homes as a respite service to assist families of severely handicapped or disturbed children.

With the exception of respite homes for handicapped children, special care homes are limited to one or two children or sibling groups. The ministry contracts with individual families for special care home service. These contracts have a fee for service component.

Over the past ten years, the ministry has substantially increased the number of special care homes because of the increase in the numbers of children-in-care with serious disabilities.

Group Homes

Twenty-four hour skilled parenting and child care services are available in group homes for children with moderate emotional disturbances, or mental or physical handicaps.

The group homes are structured around a family model, and provide group and individual counselling and recreation, planned contact with the child's family, support services to natural parents (where appropriate), consultations with community agencies, and activities designed to integrate the child into the community. Three to eight children can be accom-

modated in each home. Some family group homes also provide receiving and assessment services.

A similar service is bed subsidy homes, which provide emergency accommodation for one to six children in a family setting.

Both group homes and bed subsidy homes are contracted services. They are either privately owned and operated, sponsored by a society or operated by a society.

Specialized Resources

Specialized residential resources offer 24-hour specialized treatment and care for children with severe mental or physical handicaps, or children with severe behavioral disturbances. Many of the children placed in these resources have difficulty functioning in the community.

These services include respite care, receiving and assessment, emergency receiving and residential group care.

Resource staff offer both individual and family counselling, as well as recreational, educational, cultural and employment-related programs.

Specialized resources are contracted services provided mainly by non-profit societies.

Intensive Child Care Resources (ICCR)

Some severely disturbed children require a range of services which call for a co-ordinated inter-ministry response.

The Ministry of Social Services and Housing provides the residential component of an inter-Ministry response, supplementing services offered by the Ministries of Attorney General, Education, Health and Solicitor General.

Accommodation can be provided in a special care home or in a specialized group facility.

TABLE 17
Number of Child Care Resources, 1985/86 to 1989/90

Resource	1989/90	1988/89	1987/88	1986/87	1985/86
Respite[2]	—	124	70	48	42
Receiving, Assessment and Bed Subsidy Homes	98	123	99	91	82
Group Homes:					
Mentally or Physically Handicapped	10	9	10	8	10
Behaviorally or Emotionally Disturbed	104	93	96	88	99
Special Care Homes:					
Mentally or Physically Handicapped	338	241	220	223	196
Behaviorally or Emotionally Disturbed	489	301	287	232	209
Specialized Resources:					
Mentally or Physically Handicapped	34	34	29	29	28
Behaviorally or Emotionally Disturbed	178[1]	93	51	44	46
Non-Residential Resources[2]	—	86	79	45	37
Intensive Child Care Resources	25	21	26	19	23
Total	1,276	1,125	967	827	772

[1] Includes parent-counsellor homes which provide professional residential child care services in a family setting for one to two children.

[2] In 1989/90 Respite Services and Non-Residential Resources were transferred to Family Support Programs.

TABLE 18
Child Care Resources, Expenditures, 1985/86 to 1989/90

Year	Expenditures
1989/90	$64,522,037[1]
1988/89	67,841,077
1987/88	62,813,501
1986/87	55,729,610
1985/86	54,167,008

[1] In 1989/90 Respite Services and Non-Residential Resources were transferred to Family Support Programs.

Adoption Services

The objective of the ministry's adoption programs is to locate suitable, permanent homes for children whose parents are unable to care for them.

The programs operate under the authority of the *Adoption Act*. Ministry staff deliver a variety of services for children, adoptive parents, adult adoptees and birth parents choosing adoption. These include ministry adoptions, non-ministry adoptions, international adoptions and post-adoption services.

Ministry Adoptions

The ministry arranges permanent homes for children who are voluntarily placed for adoption and children who come into permanent care of the Superintendent of Family and Child Service.

The ministry's primary concern when arranging adoptions is the welfare of the child and careful consideration is given to finding the family that best meets the needs of the child.

When a family chooses to adopt, an assessment is carried out to determine suitability, and to determine what type of child would be best suited to the family. A central registry of approved families is maintained in Victoria. As children become available for adoption they are matched with approved families. Once approved, the family must be prepared to wait — as long as five or six years. Some families approved for adoption of a healthy infant may never be matched with a child because of the limited number available.

Sibling groups, older children with physical, mental or emotional handicaps and infants of parents who abused substances during pregnancy are often more difficult to place. Special needs children awaiting adoptive homes are featured in the ministry's bi-monthly Adoption Bulletin.

Non-Ministry Adoptions

Non-ministry adoptions are those in which the placement of a child is arranged privately, or with relatives. In all private adoptions, the court requires the Superintendent to submit a report on the circumstances of the placement and to make a recommendation regarding the granting of an adoption order. In adoptions by step-parents and relatives, the superin-

tendent becomes involved only when requested by the court. Information for the superintendent's report is obtained through a post-placement inquiry conducted by ministry staff.

International Adoptions

Due in part to the lengthy wait required to adopt a healthy infant and to the rising number of private adoptions, more and more couples are choosing to adopt a child from out-of-country. The ministry works with the National Adoption Desk of Health and Welfare Canada to find adoptive homes for children from other countries with whom they have agreements. International adoptions can also be privately arranged. The ministry has a limited role in adoptions completed out-of-country, but is involved in adoptions which are to be completed in the British Columbia Supreme Court. There is pre-placement involvement for immigration purposes and a post-placement inquiry in which the ministry is not involved.

Post Adoption Services

Post adoption services are provided to adoptees and adopting parents after an adoption has been legalized. Ministry staff provide adoptees who wish to learn more about their background with non-identifying medical and background information upon request. Birth parents may also receive information about the family who adopted their child and an early report about the child's progress.

Assisted Adoption Program

In March 1990, the ministry introduced the Assisted Adoption program which provides financial assistance to families who otherwise would not be able to adopt children who have, or who may develop, a physical, mental or emotional disability. Adoption assistance may include maintenance payments or payments for the services directly related to the special needs of the child, until the child reaches the age of 19.

TABLE 19

Number of Children Placed for Adoption by the Ministry of Social Services and Housing 1985/86 to 1989/90

Category	1989/90	1988/89	1987/88	1986/87	1985/86
Children placed from:					
—Within B.C.					
—in B.C.	185	209	307	381	342
—to other provinces	—	4	9	4	7
—to other countries	—	—	—	1	—
—Other Provinces into B.C.	7	8	1	2	1
—Other Countries into B.C.	15	49	35	35	57
Total Children Placed	207	270	352	423	407

TABLE 20

Number of Adoption Placements Made by the Ministry of Social Services and Housing, by Type of Placement, 1985/86 to 1989/90

Type of Placement	1989/90	1988/89	1987/88	1986/87	1985/86
Hospital to Adoption Home	64	51	72	75	92
Foster Home to Adoption Home	95	123	182	239	190
Foster Home Changed to Adoption Home	33	47	63	73	68
International	15	49	35	36	57
Total	207	270	352	423	407

TABLE 21

Number of Children Placed for Adoption by the Ministry of Social Services and Housing, by Category, 1985/86 to 1989/90

Category	1989/90	1988/89	1987/88	1986/87	1985/86
Healthy Infants	92	122	150	183	116
Children With Special Needs	115	148	202	240	291
Total	207	270	352	423	407

TABLE 22

Number of Children Placed for Adoption by the Ministry of Social Services and Housing, by Age, 1985/86 to 1989/90

Age	1989/90	1988/89	1987/88	1986/87	1985/86
0 to 23 months	116	146	182	217	229
2 to 5 years	43	61	86	117	88
6 to 12 years	38	41	67	76	77
13 years and over	10	22	17	13	13
Total	207	270	352	423	407

TABLE 23

Adoption Reports Submitted to the Supreme Court, 1985/86 to 1989/90

Year	Number
1989/90	159
1988/89	109
1987/88	161
1986/87	124
1985/86	125

TABLE 24

Approved Adoption Homes, by Type of Child Requested, as of March 31, 1986 to 1990

Category	1989/90	1988/89	1987/88	1986/87	1985/86
Healthy infants	18	27	36	59	50
Healthy infants or children with special needs	244	298	319	308	259
Children with special needs	56	64	81	85	242
Total	318	389	436	452	551

SECTION 6

Rehabilitation and Support Services

REHABILITATION AND SUPPORT SERVICES

Highlights of 1989/90

- Initiatives amounting to more than $12 million were introduced to improve the quality of day care services, and to make day care more affordable and more available. These initiatives included a subsidy rate increase of approximately 15 per cent; an income exemption level increase of $200; expansion of the Day Care Support program to major communities throughout the province; and the provision of start-up grants to assist in the costs of equipping new or expanded facilities.

  In addition, provincial lottery funds were made available in the form of capital grants to help build, renovate or expand day care centres.

- In order to support families caring for children at home who have severe handicaps, the ministries of Social Services and Housing and Health introduced the At Home Program in October 1989. This program, funded in part by the British Columbia Lottery Corporation, provides for a full range of health care and respite services designed to assist families in caring for their children at home. The respite component of the program is administered by the Rehabilitation and Support Services Division. The Health Services Section of the Income Assistance Division manages the health care component.

- The Minister established the Provincial Advisory Committee on Services to People with Mental Handicaps to help develop and enhance a service network for persons with mental handicaps living in the community. The committee (made up of professionals, caregivers, parents, representatives of the government and private and society-sponsored agencies) acts in an advisory capacity and makes recommendations to government. In 1989/90, the committee dealt with such topics as health services, challenging behaviors, caregiver recruitment, retention and training, and standards of residential care.

INTRODUCTION TO REHABILITATION AND SUPPORT SERVICES

The Rehabilitation and Support Services Division's programs are offered with the objective of helping individuals and families to maximize their potential and become as independent as possible. The programs are provided under the authority of the *Guaranteed Available Income for Need (GAIN) Act.*

Programs are offered in the areas of Day Care, Support to Children with Special Needs, Services for People with Mental Handicaps, Community Projects and Services to Seniors (*see* Section 8: Services to Seniors).

The ministry's regular day care programs are designed to assist eligible families with their day care costs, maintain or create spaces through the provision of grants, and improve the availability and quality of family day care homes through support services like caregiver recruitment and training.

Day Care Subsidies

Eligible families of children up to and including age 12 may receive assistance with the cost of day care in both licensed and unlicensed family day care, group day care, in-own-home day care, nursery school and out-of-school day care facilities.

Eligibility is based on both financial and social criteria established by the GAIN Regulations and the Canada Assistance Plan. Most of the parents receiving this assistance are working or attending school.

Expenditures for 1989/90 totalled $37,926,743.

Day Care Grants

The objective of the Day Care Grants program is to assist nonprofit societies with essential costs associated with maintaining or creating day care spaces.

Start-Up Grants, providing matching funds of up to $10,000, were introduced in September 1989. Funds are available to assist with the cost of equipment, furnishings and minor renovations associated with opening or expanding a day care centre.

Expenditures for Start-Up Grants in 1989/90 totalled $45,430. The program assisted in the creation of 159 day care spaces.

Emergency Repair and Relocation Grants to a maximum of $5,000 are available to assist with the cost of maintaining day care spaces. The ministry helped to preserve 1,971 day care spaces by providing a total of $346,895 in Emergency Repair and Relocation Grants.

Day Care Support

The objectives of the Day Care Support program are to increase the availability of family day care arrangements, and to assist subsidized

parents in selecting these arrangements. The ministry contracts with nonprofit societies to provide the day care support services of caregiver recruitment, training and support, and assistance to subsidized parents.

Two other programs assist with the coordination of day care services on the University of British Columbia and Simon Fraser University campuses.

The expansion of the Day Care Support program was one component of the day care initiatives introduced in 1989. Over one million dollars was allocated to this program in December 1989 to enable the ministry to contract with nonprofit agencies for day care support services in major communities throughout the province.

Expenditures for 1989/90 totalled $291,088.

TABLE 25

Average Monthly Number of Children Subsidized, and Annual Expenditures, 1989/90

Type of Care	Average No. Children/Month Half Days	Average No. Children/Month Full Days	Average No. Children/Month Total	Annual Expenditure
Family	555	4,488	5,043	$15,696,590
Group	143	2,664	2,807	11,656,866
In Own Home	522	1,964	2,486	5,502,883
Out of School	1,292	1,373	2,665	4,566,576
Nursery	537	—	537	503,828
Total	3,049	10,489	13,538	37,926,743

The introduction in 1989/90 of the computerized day care payment system allowed for more accurate reporting of the actual number of children served.

Support to Children with Special Needs

Special Needs Day Care, Infant Development Programs and the At Home Respite Program offer support to children with special needs.

Special Needs Day Care

The objective of Special Needs Day Care is to help children with special needs to participate in day care programs by providing extra supports which address the specific needs of each child.

The program offers specialized care, activities, and supervision all designed to help children with special needs to realize their social, emotional, physical and intellectual potential, and to assist their parents to achieve or maintain independence.

The ministry contracts with nonprofit societies to provide 109 programs offering 1,735 day care spaces for children with special needs in both specialized and integrated centres. In addition, the ministry funded an average of 321 special needs children in non-contracted spaces in family day care homes, group day care centres and nursery schools for each month in 1989/90.

Parents of children with special needs are not income tested for specialized day care services. In 1989/90, a total of $12,699,240 was spent in the Special Needs Day Care program. Of this total, $9,890,346 was spent on contracted specialized day care spaces and $2,808,894 was spent for children with special needs in non-contracted spaces in family day care homes, group day care centres and nursery schools.

Recent figures indicate a move towards integration of special needs children. Operators of regular day care centres are being encouraged to take special needs children into their facilities, and typical children are being accepted into specialized centres.

Infant Development

Home-based services by professionally trained infant development consultants is available for parents of infants who display significant developmental delays as a result of mental or physical handicaps.

The objective of the Infant Development Program is to help parents develop positive and realistic expectations of their child's abilities, and to teach the parents how to encourage and support their child's development.

The Mitchell Assessment, an evaluation tool developed in New Zealand, has been used since 1988/89 to evaluate ten infant development programs. Evaluations are carried out at the request of the individual sponsoring societies and provide useful information to program staff, allowing them to improve services and better meet objectives.

The ministry funded 41 Infant Development Programs in 1989/90. While it is difficult to estimate the number of children who participated in the program, services were provided to as many as 1,990 at any given time.

Expenditures totalled $2,691,027.

At Home Respite Program

The At Home Respite Program provides financial assistance to families caring for children with severe disabilities to allow them to purchase respite services that meet their needs. Respite is short term care provided in or out of the family home by a caregiver chosen by the family. The At Home Respite Program is one component of the At Home Program, which is administered by the Health Services Section of the Income Assistance Division.

Services for People with Mental Handicaps

Services for People with Mental Handicaps are offered under the authority of the GAIN Act (section 2) and the GAIN Regulations (section 15).

Designed with the objective of assisting individuals or families to become as independent as possible, the programs include: Community Residential Care, Woodlands, Training and Support Programs and Professional Support Services.

Community Residential Care

The Community Residential Care program provides adults with mental handicaps with places to live in their own communities, and fosters as much independence as possible while ensuring the individuals' needs are being met. Services range from full personal care to counselling and support for independent living.

There are four program models: the Semi-Independent Living Program, Intensive Adult Care Services, Respite Care and the Community Residences Program.

The Semi-Independent Living Program

In-home support is provided for adults with mental handicaps to allow them to live in their own communities. The level of support varies according to the needs of the individual.

Intensive Adult Care Services

Short term, intensive community-based care is available for individuals who have behavior and/or adjustment problems. This assistance is often provided in response to an emergency in the client's original residential placement. Assistance may also be required to assist a client's transition into the community, and may include emergency respite services and behavior management. The program's design allows a client to remain in the community while receiving specialized care that is not routinely available in their place of residence.

Respite Care

Emergency and short-term respite care is provided for the family or care provider of adults with mental handicaps.

The Community Residences Program

The ministry contracts the services of nonprofit societies, individuals, partnerships and limited companies to provide community residences for adults with mental handicaps.

The residences vary in size from small family care homes to larger residential facilities. Homes for three or more residents must be licensed under the *Community Care Facility Act* and *Adult Care Regulations.*

The contractors are responsible for ensuring the basic needs of food, shelter and clothing are met; personal care, supervision, recreation and transportation are available; assessments are carried out; skills training and behavior management are provided; and residents have access to the community.

In 1989/90, 3,159 clients were served through these programs. Expenditures totalled $73,172,915 including capital grants and start-up funds.

TABLE 26

Number of Community Residences[1] for People with Mental Handicaps and Residential Spaces, by Region 1988/89

Region	Residences	Spaces
A and B	125	487
C	140	417
D	100	514
F	99	367
G	83	426
H	27	161
J	36	113
K	151	326
L	120	348
Total	881	3,159

[1] Residences include nonprofit group homes, licensed proprietary boarding homes, one- and two-bed unlicensed homes and semi-independent living homes.

Woodlands

Woodlands, which has served as a residential and training centre for persons with mental handicaps since before the turn of the century, continued to place residents in the community through the 1989/90 fiscal year.

In 1989/90 Project 89 was completed and Project 90 commenced. Project 89 saw the relocation of 142 Woodlands and Alder Lodge residents into new community homes by the end of May 1989. Four wards at Woodlands were closed and Alder Lodge was closed permanently. Staffing reductions were achieved through attrition.

Project 90 required community placement planning for an additional 78 residents from Woodlands.

Before residents leave Woodlands an intensive 15-month planning process takes place, involving the residents, their families, Woodlands staff, ministry staff and caregivers.

TABLE 27

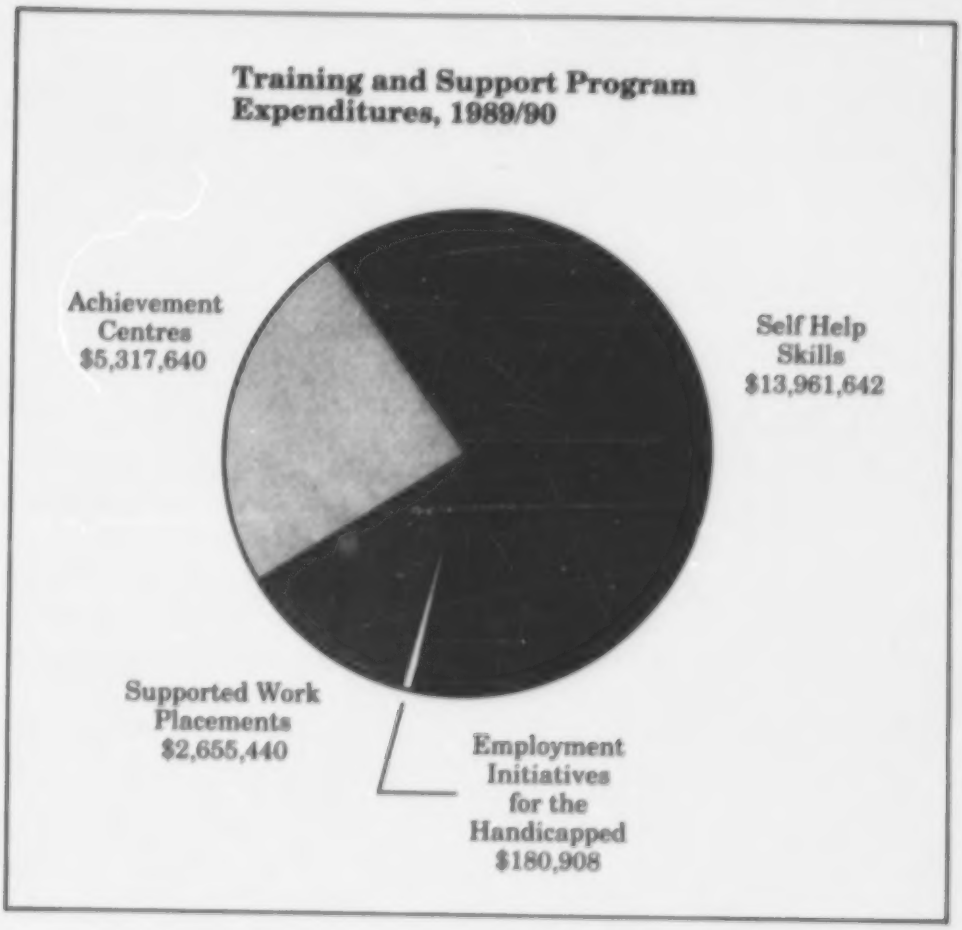
Woodlands, Population Totals and Annual Expenditures, as of March 31, 1986 to 1990

Year	Residents	Expenditures
1990	350	$26,957,489
1989	488	28,932,026
1988	528	33,331,813
1987	604	32,409,359
1986	654	33,616,087

During the 1989/90 fiscal year, Woodlands continued to serve as a support service for the community. Thirteen individuals were admitted, primarily for short-term assessment and treatment, and 25 persons were assessed on an outpatient basis. Woodlands' role as a back-up specialized support for the community during the deinstitutionalization process has been viewed as a vital link in the success of the program.

Training and Support Programs

Training and Support programs for adults with mental handicaps include Employment Initiatives for the Handicapped, Self-Help Skills, Achievement Centres and Supported Work Placements.


Training and Support Program Expenditures, 1989/90
Achievement Centres $5,317,640
Self Help Skills $13,961,642
Supported Work Placements $2,655,440
Employment Initiatives for the Handicapped $180,908

Employment Initiatives for the Handicapped

The Employment Initiatives for the Handicapped program enables recipients of Handicapped Benefits to work at community worksites. The program is offered under the GAIN Act (section 2) and GAIN Regulations (section 15.1).

Through work experience individuals not only upgrade their work skills, they also gain valuable social contacts. Single people may receive up to $50 per month and couples may receive up to $100 to cover program-related expenses. Participation in the program must not exceed 12 months in a 36 month period.

In 1989/90, 784 people participated, at a cost of $180,908.

TABLE 28

Employment Initiatives for the Handicapped, Annual Expenditures, 1985/86 to 1989/90

Year	Expenditures
1989/90	$180,908
1988/89	197,075
1987/88	166,086
1986/87	189,358
1985/86	340,370

Self-Help Skills

The Self-Help Skills program provides a range of personal care, social integration and pre-vocational training for persons with mental handicaps. The program is offered under the GAIN Act (section 2).

The objective is to assist individuals with mental handicaps to live in the community with as much independence as possible. This objective is met through individually focussed services purchased on contract from nonprofit societies, private companies or individuals and community colleges. Although assistance varies according to the needs of the client, all programs are designed to train and support adults with mental handicaps as they develop their personal and social skills. Clients are encouraged to progress towards more demanding or challenging activities as they are able.

The program served 2,142 clients in 1989/90. Total expenditures were $13,961,642.

TABLE 29

Self-Help Skills Program, Expenditures, Hours and Clients Served, 1985/86 to 1989/90

Year	Expenditures	Hours of Service	Clients Served
1989/90	$13,961,642	—	2,142
1988/89	10,045,136	—	1,736
1987/88	6,882,532	809,710	2,000
1986/87	5,020,522	661,000	1,500
1985/86	4,346,628	570,000	1,400

Achievement Centres

The Achievement Centres program is offered through authority of the GAIN Act (section 2) and GAIN Regulations (section 18). Its objectives are to improve the personal, social or work-related skills of adults with mental handicaps.

Achievement centres are allocated an approved number of participant hours, and are paid a subsidy based on the number of approved hours. In 1989/90 the subsidy was $1.32 per participant hour.

A transportation allowance is also available to eligible clients, to offset the cost of attending achievement centres.

In 1989/90, $5,317,640 was spent through this program.

Supported Work Placements

Supported Work Placements provide a combination of work experience with on-site supervision and support for adults with mental handicaps.

The program, introduced in 1987, is offered under the authority of the GAIN Act (section 2). Its objective is to assist adults with mental handicaps who are job ready, who require minimal support and who will be able to work without additional support within 36 months, become integrated into the work force.

Services go beyond those extended in achievement centres and the Self-Help Skills program. Targeted to the individual, the employer or the community, services may include job training, monitoring and marketing. Clients may receive one-to-one or group assistance in a number of different work settings.

In 1989/90, 641 clients took part in the program. Expenditures totalled $2,655,440.

Professional Support Services

The objective of the Professional Support Services program is to assist in the provision of effective programs for adults with mental handicaps living in the community. The program assisted contracted service providers, parents and field staff to plan, implement, monitor and evaluate programs and services related to community living. Professional Support Services also provide caregiver training opportunities.

The program is offered under the GAIN Act (section 2).

Services may be purchased on contract from individuals, nonprofit societies, private businesses or community colleges.

Program expenditures for 1989/90 totalled $2,969,510.

Community Projects Funding

The Community Projects Funding Program provides funding for non-profit societies to assist them in offering community-based services to persons in need or who are likely to be in need.

The services eligible for funding through the program include those which complement and support services offered under statute by the ministry. They include family service projects, crisis centres, youth projects, services to low income groups, services to the handicapped and volunteer bureaus.

In 1989/90 a total of 153 community projects were funded through the program, at a cost of $5,423,265.

Community Projects

Family Service Projects: Assist families through counselling, programs on parenting, and support and training to self-help groups.

Crisis Centres: Provide information, counselling and crisis intervention services by trained volunteers.

Youth Projects: Provide activities for young people to enable them to participate in their communities in a positive and responsible way. Programs vary according to the needs of the youths served.

Low Income Groups: Help low income families and individuals in their communities. Services include information exchanges, organizational assistance for self-help groups, counselling and practical assistance in such areas as accommodation and moving, money management and effective use of community resources.

Services to the Handicapped: Provide services to persons with disabilities in a variety of programs.

Volunteer Services: Funding is available to volunteer bureaus to assist in coordinating the efforts of local volunteers.

TABLE 30
Community Projects Funding for 1989/90

Location and Agency	Type of Service	1989/90 Amount
ABBOTSFORD		$
Matsqui-Abbotsford Community Services Society	Volunteer Services Family Service Project	94,707
AGASSIZ		
Agassiz-Harrison Community Services Society	Volunteer Services	22,689
ARMSTRONG		
Armstrong-Spallumcheen Community Service Centre Association:		
Armstrong Community Service Centre	Volunteer Services	13,871
Family Centre	Family Service Project	9,965
Okanagan-Shuswap Communities Against Sexual Abuse	Family Service Project	25,268
BURNABY		
Big Sisters of B.C. — Lower Mainland	Youth Project	19,362
Burnaby Family Life Institute	Family Service Project	17,028
Canadian Society for Information Children	Family Service Project	13,872
Citizen's Development Fund:		
Stride Avenue Community Youth Worker	Family Service Project	17,248
Project Backdoor	Youth Project	105,772
Life Line Society	Family Service Project	62,068
CASTLEGAR		
Castlegar and District Community Service Centre Society	Family Service Project Youth Project	18,358
CHILLIWACK		
Chilliwack Community Services Centre	Volunteer Services Family Service Project	71,550
COQUITLAM		
Coquitlam SHARE Society	Low Income Groups	61,074
Greater Coquitlam Volunteer Bureau	Volunteer Services	23,985
COMOX		
Comox Valley Family Life Association	Youth Project	30,194
COWICHAN LAKE		
Cowichan Lake Community Services Society	Youth Project	24,732

TABLE 30
Community Projects Funding for 1989/90 — *Continued*

Location and Agency	Type of Service	1989/90 Amount
CRESCENT BEACH		
Crescent Beach Community Services	Family Service Project	17,408
CRESTON		
Creston Citizen Advocacy Society	Services to the Handicapped	14,674
DAWSON CREEK		
Nawican Friendship Centre	Youth Project	30,199
DELTA		
Deltassist Society Volunteer Services	Family Service Project	84,900
DUNCAN		
Community Options Society	Family Service Project	27,057
Cowichan Family Life Association	Family Service Project	25,993
Cowichan Valley Volunteer Society	Volunteer Services	24,612
FALKLAND		
Falkland and District Community Association	Youth Project	18,710
FORT NELSON		
Fort Nelson Liard Native Friendship Society	Youth Project	18,830
FORT ST. JOHN		
North Peace Community Resources Society	Volunteer Services	29,014
Fort St. John Friendship Society	Youth Project	24,133
GOLDEN		
Golden Community Resources Society	Volunteer Services	3,935
HAZELTON		
Gitskan Wet'Su Wet'En Education Society	Youth Project	31,594
HOPE		
Hope Community Services Society	Volunteer Services	15,879
HOUSTON		
Houston Health Care Services Society	Family Service Project	9,035
Houston Links to People Society	Family Service Project	13,282
KAMLOOPS		
Boys and Girls Club of Kamloops	Youth Project	44,340
KELOWNA		
Central Registry of Community Resources and Crisis Referral Society	Volunteer Services Crisis Centre	59,142

TABLE 30
Community Projects Funding for 1989/90 — *Continued*

Location and Agency	Type of Service	1989/90 Amount
KITIMAT		
Kitimat and Community Services Society	Volunteer Services	18,589
LANGLEY		
Langley Family Services Association	Family Service Project	40,784
MACKENZIE		
Mackenzie Counselling Services Society	Multi-Service Agency	18,695
MAPLE RIDGE		
Maple Ridge Family Education Centre:		
Family Education Centre	Family Service Project	34,024
Pregnant and Parenting Teens Project	Family Service Project	20,574
Maple Ridge-Pitt Meadows Community Services Council:		
Family Resource Centre	Family Service Project	59,524
Volunteer Services	Volunteer Services	18,144
Youth Activity Centre	Youth Project	18,900
MISSION		
Mission Community Services Society	Family Service Project Volunteer Services	18,440
NAKUSP		
Nakusp and District Community Services Association	Multi-Service Agency	11,901
NANAIMO		
Boys and Girls Club of Nanaimo	Youth Project	30,734
Central Vancouver Island Crisis Society	Crisis Centre	21,171
Nanaimo Citizen Advocacy Society	Services to the Handicapped	24,328
Nanaimo Family Life Association	Family Service Project	28,050
Nanaimo Volunteer and Information Centre Society	Volunteer Services	25,050
NELSON		
Nelson Community Services Centre Crisis Centre	Multi-Service Agency	103,338
NEW WESTMINSTER		
Family Services of Greater Vancouver:		
New Westminster Development Centre	Family Service Project	12,960
	Youth Project	47,940

TABLE 30
Community Projects Funding for 1989/90 — *Continued*

Location and Agency	Type of Service	1989/90 Amount
NEW WESTMINSTER — *Continued*		
Lower Mainland Community Housing Registry Society	Housing Information and Referral Service	8,652
Fraserside Community Services Society	Low Income Groups	49,748
Salvation Army	Low Income Groups	6,544
NORTH VANCOUVER		
Capilano Community Services Society	Multi-Service Agency	10,653
North Shore Association for Physically Handicapped	Youth Project	18,386
North Shore Family Services Society	Family Service Project	83,925
North Shore Neighborhood House	Family Service Project	56,956
Queen Mary Community School	Youth Project	7,160
PARKSVILLE		
District 69 Society of Organized Services:		
Family Guidance Counselling	Family Service Project	15,901
Sexual Abuse Counselling Program	Family Service Project	15,438
PENTICTON		
Penticton and District Community Resources Society:		
Community Services Office	Information Referral and Volunteer Services	31,353
Third Place Family Centre	Family Service Project	48,571
PORT ALBERNI		
Alberni Valley Citizen Advocacy Society	Services to the Handicapped	24,336
Port Alberni Family Guidance Association:		
Family Guidance	Family Service Project	17,864
Youth Worker	Youth Project	21,661
Port Alberni and Area Volunteer Society	Volunteer Services	25,539
PORT COQUITLAM		
Port Coquitlam Area Women's Centre Society:		
Women's Centre	Family Service Project	16,987
Support Group for Young Mothers	Family Service Project	7,023

TABLE 30
Community Projects Funding for 1989/90 — *Continued*

Location and Agency	Type of Service	1989/90 Amount
POWELL RIVER		
Powell River Association for the Handicapped: Community Life Project	Services to the Handicapped	37,569
QUEEN CHARLOTTE ISLANDS		
Queen Charlotte Islands Health Care Society	Youth Project	15,680
RICHMOND		
CHIMO Personal Distress Intervention Services in Richmond	Crisis Centre	68,303
Family Services of Greater Vancouver, Richmond Branch	Family Service Project	15,012
Richmond Family Place Society:		
Single Mother's Housing Network	Family Service Project	16,071
Playroom Supervisor	Family Service Project	22,787
Richmond Volunteer Centre Society	Volunteer Services	3,450
Richmond Youth Services Agency	Youth Services	37,491
SALMON ARM		
Shuswap Youth Centre Association	Youth Project	20,693
SALTSPRING ISLAND		
Saltspring Island Community Society	Family Service Project	41,405
SECHELT		
Sunshine Coast Community Services Society:		
Volunteer Action Centre	Volunteer Services	40,893
Parent-Tot Drop-In	Family Service Project	10,817
SMITHERS		
Smithers Community Services Association:		
Mothers Time Off	Family Service Project	33,062
Youth Centre	Youth Project	58,716
Volunteer Bureau	Volunteer Services	12,844
SURREY		
Surrey Community Services Society:		
Guildford Family Program	Family Service Project	36,228
Mayfair Family Program	Family Service Project	35,937
Family Development Program	Family Service Project	43,722
Volunteer Bureau	Volunteer Services	22,822
YM-YWCA of Surrey	Youth Project	42,108

TABLE 30
Community Projects Funding for 1989/90 — *Continued*

Location and Agency	Type of Service	1989/90 Amount
TERRACE		
Terrace and District Community Services Society:		
Mothers Time Off	Family Service Project	31,942
VANCOUVER		
Association of Neighborhood Houses:		
People Place	Multi Services	30,243
Kitsilano Neighborhood House	Family Service Project	5,710
Mount Pleasant Neighborhood House	Family Service Project	33,515
South Vancouver Neighborhood House	Family Service Project	47,509
South Vancouver, Outreach Services for Native Indians	Youth Project	30,943
Big Brothers of Greater Vancouver	Youth Project	40,475
Big Sisters of B.C. Lower Mainland	Youth Project	26,460
Catholic Family Services	Family Service Project	71,400
Crisis Intervention and Suicide Prevention Centre of Greater Vancouver	Crisis Centre	31,799
Douglas Park Community Centre Association	Services to the Handicapped	4,815
Dunbar Community Association	Youth Project	9,530
East Side Family Place Society	Family Service Project	9,450
Family Services of Greater Vancouver	Youth Project	51,130
Franklin Community School Association	Youth Project	20,800
Greater Vancouver Association for the Deaf	Services to the Handicapped	26,337
Information Services Vancouver:		
Society Service	Information and Referral	39,179
Information Day Care	Information and Referral	4,978
Indian Homemaker's Association of B.C.	Family Service Project	67,630
John Howard Society	Family Service Project	74,495
Kiwassa Neighborhood Services Association	Services to the Handicapped	24,690
Living is for Everyone Society	Family Service Project	7,404
Little Mountain Neighborhood House Society	Family Service Project	8,430
Marpole-Oakridge Family Place Society	Family Service Project	21,950

TABLE 30
Community Projects Funding for 1989/90 — *Continued*

Location and Agency	Type of Service	1989/90 Amount
Mount Pleasant Family Centre Society	Family Service Project	77,545
Multilingual Orientation Services Association for Immigrant Communities	Multi-Service Agency	131,700
Pacific Association for Autistic Citizens:		
Autism Support Services Project	Services to the Handicapped	69,581
Life Plan Services	Services to the Handicapped	45,968
Ray-Cam Cooperative Association	Youth Project	29,745
Riley Park Community Association	Family Service Project	12,165
St. James Social Services Society	Multi-Service Agency	175,000
Skeena Terrace Tenants Association	Family Service Project	16,763
Vancouver Life Skills Society	Family Service Project	30,916
Volunteer Grandparents Society of B.C.	Family Service Project	60,070
Vancouver Volunteer Society	Volunteer Services	51,371
West Side Family Place Society	Family Service Project	19,585
Western Institute for the Deaf	Services to the Handicapped	31,500
YWCA of Vancouver	Family Service Project	32,445
VICTORIA AND AREA		
Big Brothers and Big Sisters of Greater Victoria	Youth Project	9,992
Esquimalt Neighborhood House Society	Family Service Project	32,295
Garth Homer Society for the Handicapped	Services to the Handicapped Volunteer Services	31,385
Greater Victoria Citizen Advocacy Society	Services to the Handicapped	37,299
Greater Victoria Volunteer Society	Volunteer Services	33,174
James Bay Health and Community Services Society	Family Service Project	46,170
Kiwanis Club of Victoria	Youth Project	21,098
Oak Bay Volunteer Society	Volunteer Services	24,778
Peninsula Community Association:		
Volunteer Services	Volunteer Services	26,529
Community Counselling Service	Family Service Project	34,689
Salvation Army	Family Service Project	16,227
Victoria Child Sexual Abuse Society	Family Service Project	21,500
Victoria Handicapped Recreation Society	Services to the Handicapped	45,000

TABLE 30
Community Projects Funding for 1989/90 — *Continued*

Location and Agency	Type of Service	1989/90 Amount
Victoria Single Parent Resource Centre Society	Family Service Project	39,256
YM-YWCA of Victoria	Youth Project	102,966
WEST VANCOUVER		
North Shore Counselling Centre Society	Volunteer Services	18,883
North Shore Cooperative Projects	Services to the Handicapped	19,668
WHITE ROCK		
Peace Arch Community Services Society	Volunteer Services	25,383
Crescent Beach Community Services	Youth Project	17,408
PROVINCE WIDE		
B.C. Association of Volunteer Centres	Volunteer Services	3,000
B.C. Parents in Crisis Society	Family Service Project	137,988
Canadian National Institute for the Blind	Services to the Handicapped	126,000
Canadian Paraplegic Association	Services to the Handicapped	269,385
Canadian Wheelchair Sports Association, B.C. Division	Services to the Handicapped	18,070

SECTION 7

Programs for Independence

PROGRAMS FOR INDEPENDENCE

Highlights of 1989/90

- The Opportunities to Independence programs are helping the people of British Columbia back into the workforce. Partly as a result of these programs, in the fiscal years 1988/89 and 1989/90 the number of persons receiving income assistance declined by almost 20 per cent.

- In 1989/90, total caseloads decreased 5.5 per cent. At March 31, 1990 the basic caseload (including the 60 to 64 age group and Children In Home of Relative cases) was 107,308, down 7,817 from March 31, 1989.

INTRODUCTION TO PROGRAMS FOR INDEPENDENCE

In 1989 the term Programs for Independence was introduced as a comprehensive description for all of the income assistance programs. The name reflects the fact that the ministry now offers the widest range ever of employment and training programs to assist people to independence.

Programs for Independence provide a basic income for British Columbians in need and assistance in helping them to become independent and self-supporting. These services are delivered under the statutory authority of the *Guaranteed Available Income for Need (GAIN) Act.*

Assistance is provided in the areas of income assistance (Temporary Assistance or Income Assurance); Health Services; the Family Maintenance Program; the Opportunities to Independence Programs; and the Ministry Investigators Program.

Ministry staff plan the new Programs For Independence program delivery model.

The programs are administered through the ministry's district offices. Eligibility for benefits is based on an objective measurement of the applicant's needs and financial circumstances. If an applicant is not satisfied with the evaluation, an appeal can be made. Appeal kits are available to assist with the appeal process.

In the 1989/90 fiscal year 1,784 appeals were submitted. These included 1,499 administrative reviews and 285 tribunals.

TABLE 31

Appeals, April 1989 to March 1990

Number of Administrative Reviews	1,499
Number of Tribunals	285
Total Number of Appeals	1,784
Number of Administrative Reviews in Favor of Ministry	1,084
Number of Administrative Reviews in Favor of Appellant	415
Number of Tribunal Decisions in Favor of Ministry	82
Number of Tribunal Decisions in Favor of Appellant	203

TABLE 32

Programs for Independence, Expenditures, 1985/86 to 1989/90

Year	Expenditures
1989/90	$766,804,328
1988/89	816,493,923
1987/88	815,957,984
1986/87	821,231,476
1985/86	840,934,411

Income assistance is offered through two types of programs: Temporary Assistance and Income Assurance.

Temporary Assistance

Temporary Assistance helps eligible recipients to meet the cost of fundamental living expenses. It consists of a monthly shelter allowance determined by the family's actual shelter and utility costs (up to a maximum), and a monthly support allowance. Assistance is available for low income families in need of supplementary income, as well as family situations where one or more recipients is aged 60 or over, and children living in the home of relatives (CIHR), where the relatives receive assistance on behalf of the child.

Benefit levels are based on family size.

Temporary Assistance is intended as financial help in a time of need. Ministry policies encourage and assist employable clients to seek independence and self-sufficiency. Monthly benefits are available to eligible people aged 19 to 64 years, and to their dependents.

TABLE 33

Temporary Assistance Rates[1] as of March 1990

Family Size	Employable	Unemployable
Single	$ 468	$ 518
2 persons	787	837
3 persons	924	974
4 persons	1,039	1,089
5 persons	1,148	1,198
6 persons	1,236	1,286
7 persons	1,336	1,386
8 persons	1,425	1,475
9 persons	1,514	1,564
10 persons	1,603	1,653
11 or more	add up to $89 for each additional person	

[1] The amount of the shelter allowance depends upon actual shelter costs paid by recipients, up to a maximum for the family unit. These rates reflect the maximum amount available to recipients in each category.

TABLE 34

Temporary Assistance, Monthly Case Activity, 1989/90

Month	Cases Closed[1]	Cases Opened[2]	Increase/ Decrease	Total Cases
April	11,200	10,939	− 261	108,148
May	12,310	10,219	−2,091	105,904
June	12,686	11,488	−1,198	104,478
July	13,127	10,591	−2,536	101,771
August	12,597	10,778	−1,819	99,867
September	14,432	10,661	−3,771	95,962
October	14,349	11,004	−3,345	92,370
November	10,803	12,737	+1,934	94,177
December	10,274	13,629	+3,355	97,399
January	10,377	12,894	+2,517	99,816
February	12,014	12,065	+ 51	99,712
March	11,486	12,440	+ 954	100,444

[1] Cases Closed: Estimates of the number of clients who did not receive income assistance in the current month but who did receive assistance in the previous month.

[2] Cases Opened: Estimates of the number of clients who received income assistance in the current month but not in the previous month.

TABLE 35

Average Monthly Caseload and Number of Persons Receiving Basic Temporary Assistance, by Category, 1989/90

Category	Number of Cases
Heads of Family	44,666 cases
Single Persons	55,329 cases
Total	99,995 cases
Dependents	85,457 persons
Average Monthly Total	185,452 persons

TABLE 36

Average Number of Persons Receiving Temporary Assistance Per Month (Including Dependents), 1985/86 to 1989/90

Year	Persons
1989/90	193,449
1988/89	209,576
1987/88	215,830
1986/87	224,515
1985/86	234,741

Income Assurance

Income Assurance provides assistance for people with handicaps, seniors who don't receive Old Age Security, and Mixed Families with Old Age Security Component.

As of March 31, 1990, there were 18,436 persons receiving Income Assurance. Of these, 106 recipients and their dependents were involved in more than one plan.

Handicapped Benefits

Handicapped Benefits are paid to applicants between the ages of 18 and 64 who meet the medical and social definition of a handicapped person as defined in the *GAIN Regulations*. The condition must be permanent and debilitating, and the individual must be unable to achieve financial independence through employment. In addition, the applicant must require either extensive assistance or supervision, or face unusual ongoing costs as a result of their medical condition.

In recognition of added expenses faced by persons with handicaps, Handicapped Benefits are higher than those provided under basic temporary assistance. As well, medical, dental and pharmacy services are provided, and a yearly bus pass is available for a nominal fee ($36 in 1989/90).

In order to receive Handicapped Benefits, an individual must be designated as handicapped through a medical assessment completed by a doctor, and a social assessment completed by a ministry financial assistance worker. The assessments are reviewed by the ministry's Health Services Section in Victoria. Once an individual has been designated "handicapped" the status is permanent.

Benefits will be suspended if the client becomes financially independent, however, medical benefits will continue to be supplied if the individual achieves independence through employment.

As of March 1990 there were 17,152 recipients receiving monthly benefits.

TABLE 37
Number of Cases of Temporary Assistance, by Category and Region, March 1990

Region	Single Men	Single Women	One-Parent	Two-Parent	Couples	Child With Relatives	Total Cases	Dependent Children	Dependent Spouses	Total Recipients
A	6,176	3,232	4,017	1,012	380	283	15,100	8,904	1,392	25,396
B	10,215	3,483	2,626	686	508	190	17,708	5,571	1,194	24,473
C	4,362	2,418	4,061	745	356	240	12,182	8,319	1,101	21,602
D	3,899	2,462	5,342	1,128	461	299	13,591	11,507	1,589	26,687
F	2,546	1,558	3,338	842	392	213	8,889	7,555	1,234	17,678
G	2,306	1,378	2,862	771	344	239	7,900	6,645	1,115	15,660
H	2,155	1,113	2,537	586	297	287	6,975	5,777	883	13,635
J	1,554	803	1,624	429	162	213	4,785	3,848	591	9,224
K	3,013	1,673	3,577	893	390	271	9,817	8,235	1,283	19,335
L	3,531	1,878	3,539	791	336	285	10,360	7,455	1,127	18,942
Total	39,757	19,998	33,523	7,883	3,626	2,520	107,307	73,816	11,509	192,632

TABLE 38

Number of Persons Receiving Income Assurance by Family Type, as of March 31, 1990

Family Type	RECIPIENTS				
	Handicapped Benefits	Age 65+ (Not Receiving OAS)	Families With An OAS Component	Total Number of	
				Recipients	Cases
Single Men	7,691	182	—	7,873	7,873
Single Women	6,400	635	—	7,035	7,035
Couples	1,763	1,017	232	3,012	2,160
Two-Parent	606	49	39	694	641
One-Parent	692	11	24	727	727
Total	17,152	1,894	295	19,341	18,436

TABLE 39

Number of Persons Receiving Handicapped Benefits, March 1986 to 1990

Year	Number of Persons
1990	17,152
1989	16,444
1988	16,495
1987	16,192
1986	16,070

Seniors (not receiving Old Age Security)

This plan provides benefits to families where at least one individual is over 65 years of age and does not qualify for federal Old Age Security benefits. In March, 1990, there were 1,894 recipients.

Mixed Families with Old Age Security Component

This plan covers families that qualify for Income Assurance, and who have at least one member over 65 years of age receiving Old Age Security benefits. In March 1990, there were 295 recipients.

TABLE 40

Total Programs for Independence (PFI) Caseload by Family Type and Dependent Children, March 1990

	Single Men	Single Women	Couples	Two-Parent	One-Parent	Total Cases	Dependent Children
Temporary Assistance							
CIHR	1,288	1,232	—	—	—	2,520	—
Age 60 to 64	1,713	1,698	703	167	63	4,344	360
Basic	38,044	18,300	2,924	7,716	33,460	100,444	73,456
Total	41,045	21,230	3,627	7,883	33,523	107,308	73,816
Income Assurance							
Handicapped Benefits	7,691	6,400	1,318	557	692	16,658	1,925
Age 65+ (Not receiving Old Age Security)	182	635	606	44	11	1,478	76
Families with an OAS Component	—	—	133	37	24	194	85
Mixed Plans[1]	—	—	103	3	—	106	3
Total	7,873	7,035	2,160	641	727	18,436	2,089
Total PFI Cases	48,918	28,265	5,787	8,524	34,250	125,744	75,905

[1] Mixed Plans include families containing two different plans;
Handicapped Benefits and Age 65+ (Not receiving OAS): 5 cases
Handicapped Benefits and Families with an OAS component: 80 cases
Age 65+ (Not receiving OAS) and Families with an OAS component: 21 cases
Mixed Plans Total: 106 cases.

TABLE 41

Total Programs for Independence Caseload and Number of Recipients, by Region, for March 1990

Region	Temporary Assistance		Income Assurance		Total PFI	
	Cases	Recipients	Cases	Recipients	Cases	Recipients
A	15,100	25,396	3,122	3,913	18,222	29,309
B	17,708	24,473	3,468	4,057	21,176	28,530
C	12,182	21,602	2,234	2,793	14,416	24,395
D	13,591	26,687	2,217	2,893	15,808	29,580
F	8,889	17,678	1,737	2,231	10,626	19,909
G	7,900	15,660	1,301	1,778	9,201	17,438
H	6,975	13,635	764	1,042	7,739	14,677
J	4,785	9,224	474	653	5,259	9,877
K	9,818	19,336	1,189	1,559	11,007	20,895
L	10,360	18,942	1,930	2,407	12,290	21,349
Total	107,308	192,633	18,436	23,326	125,744	215,959

TABLE 42

Employability Status of PFI Clients by Region, for March 1990

Region	Employable	Unemployable
A	10,573	4,527
B	11,665	6,043
C	8,214	3,968
D	9,471	4,120
F	6,601	2,288
G	5,600	2,300
H	5,121	1,854
J	3,641	1,144
K	7,291	2,527
L	6,756	3,604
Total	74,933	32,375

Other Services and Benefits

Recipients may qualify for a number of other benefits under the provisions of GAIN legislation in the form of allowances, discretionary grants and residential resources.

Allowances and Grants

When a recipient is without assets, income or other resources to meet an emergency, the ministry may provide additional assistance in the form of a Crisis Grant. Expenditures for Crisis Grants in 1989/90 were $4,963,525.

TABLE 43

Crisis Grants, Expenditures, 1985/86 to 1989/90

Year	Expenditures
1989/90	$4,963,525
1988/89	3,945,164
1987/88	4,217,885
1986/87	3,530,465
1985/86	3,368,018

An annual School Start-up Allowance is issued to families with dependent school children to help with the cost of starting the school year. In 1989/90, $31 was provided for children aged 6 to 11, and $47 was allotted for children 12 and over. Expenditures totalled $1,581,392.

TABLE 44

School Start-Up Allowance, Expenditures, 1985/86 to 1989/90

Year	Expenditures
1989/90	$1,518,392
1988/89	1,683,568
1987/88	1,736,394
1986/87	1,726,108
1985/86	1,630,895

Camp Fees are available for children of eligible income assistance recipients and children with mental or physical disabilities. Fees may also be provided for handicapped adults or children in residential care or who are receiving Handicapped Benefits, to enable them to attend specialized camps. In 1989/90, $450,897 was provided.

TABLE 45

Camp Fees, Expenditures, 1985/86 to 1989/90

Year	Expenditures
1989/90	$450,897
1988/89	444,034
1987/88	436,994
1986/87	364,857
1985/86	350,304

An annual Christmas Supplementary Allowance is issued to eligible income assistance recipients. In 1989/90, $28 was provided for single clients, and $70 was provided for clients with one or more dependents. Total expenditures were $5,006,326.

TABLE 46

Christmas Supplementary Allowance, Expenditures, 1985/86 to 1989/90

Year	Expenditures
1989/90	$5,006,326
1988/89	5,494,027
1987/88	5,699,877
1986/87[1]	5,989,020
1985/86	4,506,261

[1] Includes an increase in the Christmas Allowance.

A Diet Allowance may be provided, to a maximum of $20 per month, to a recipient who must meet extraordinary dietary requirements. In 1989/90, $1,514,844 was distributed through this allowance.

TABLE 47

Diet Allowance, Expenditures, 1985/86 to 1989/90

Year	Expenditures
1989/90	$1,514,844
1988/89	1,622,575
1987/88	1,691,463
1986/87	1,635,810
1985/86	1,490,704

A Natal Allowance of up to $25 per month may be granted to a recipient who is pregnant or who has a child of less than seven months of age. In the case of a multiple pregnancy or birth, the allowance may be increased to up to $40 per month. In 1989/90, extenditures were $1,156,751.

TABLE 48

Natal Allowance, Expenditures, 1985/86 to 1989/90

Year	Expenditures
1989/90	$1,156,751
1988/89	1,216,956
1987/88	1,209,750
1986/87	1,205,655
1985/86	1,275,385

A Comforts Allowance (up to $60 monthly) is allotted to help meet the personal and recreational expenses of eligible persons (with assets of less than $500) who reside in a subsidized care or personal care facility, provided the facility's operating budget does not cover these costs. In 1989/90, an average of 4,224 clients received benefits each month, for a total expenditure of $3,581,987.

TABLE 49

Comforts Allowance, Expenditures and Number of Recipients, 1985/86 to 1989/90

Year	Recipients[1]	Expenditures
1989/90	4,224	$3,581,987
1988/89	3,772	3,350,848
1987/88	3,968	2,089,357
1986/87	3,671	2,832,167
1985/86	3,564	2,564,075

[1] These figures do not include recipients paid through an institutional budget.

When a deceased person has no estate, relatives or other persons able to assume responsibility, the ministry will pay burial or cremation costs. In 1989/90, the ministry assisted with 590 funerals, for a total of $1,013,785.

TABLE 50

Burial of Indigents, Expenditures and Number of Burials, 1985/86 to 1989/90

Year	Number	Expenditures
1989/90	590	$1,013,785
1988/89	593	870,109
1987/88	596	815,765
1986/87	568	720,187
1985/86	600	729,900

In special circumstances, where such a move would improve opportunities for employment, the ministry will provide a Repatriation Grant to assist clients to relocate to their home province or country. In 1989/90, the ministry provided $59,420 in Repatriation Grants.

TABLE 51
Repatriation Grants, Expenditures, 1985/86 to 1989/90

Year	Expenditures
1989/90	$ 59,420
1988/89	73,884
1987/88	90,754
1986/87	88,433
1985/86	153,242

A monthly Guide Dog Allowance of $35 may be provided to assist a client in maintaining a registered guide dog. Benefits allotted under this plan are included in the total Programs For Independence expenditures for 1989/90.

Adult Residential Resources

Adult residential resources and related programs include transition houses and emergency shelters, hostels for transient persons, user fees for long term care facilities and shared alcohol and drug programs.

Transition Houses and Emergency Shelters

The ministry provides funding for registered non-profit societies to develop and operate emergency shelters and transition houses for persons in need. Emergency shelters and transition houses offer room and board in a safe and supportive environment for women and children in a crisis situation. Expenditures in 1989/90 were $5,664,298.

TABLE 52

Emergency Shelters (Including Transition Houses) and Safe Homes, Number of Facilities, Total Capacity and Expenditures, 1985/86 to 1989/90

Year	Number of Facilities	Safe Homes	Total Capacity	Expenditures
1989/90	45	11	428	$5,664,298
1988/89	42	11	438	4,809,100
1987/88	39	8	378	4,277,744
1986/87	39	8	366	3,584,022
1985/86	31	8	278	2,986,551

Hostels for Transients

Services are contracted in hostels to provide short term accommodation for transient single persons and couples without children. Expenditures for 1989/90 were $2,715,311.

TABLE 53

Hostels for Transients, Number of Facilities, Total Capacity and Expenditures, 1985/86 to 1989/90

Year	Number of Facilities	Total Capacity[1]	Expenditures
1989/90	24	561	$2,715,311
1988/89	24	558	2,317,734
1987/88	25	598	2,514,694
1986/87	23	592	2,518,466
1985/86	24	621	2,466,576

[1] Figures refer to adult capacity and per diem rates only.

User Fees for Long Term Care

The ministry will pay the standard user fee (set by the Ministry of Health) for persons residing in long term care facilities who are unable to meet the cost themselves. Expenditures in 1989/90 totalled $17,579,424.

Shared Alcohol and Drug Programs

The ministry will also pay the user charge in drug and alcohol facilities (currently $16.40 per day) for eligible persons who could not afford treatment otherwise. Expenditures in 1989/90 were $932,697.

TABLE 54
Shared Alcohol and Drug Facilities, Expenditures, 1985/86 to 1989/90

Year	Expenditures
1989/90	$ 932,697
1988/89	1,061,816
1987/88	1,313,978
1986/87	1,269,208
1985/86	1,208,093

SAFE At This Home

There is a house in Cranbrook that looks for all purposes like an ordinary family dwelling — but this is no ordinary house. It is a SAFE home, a small community's answer to a transition house.

Like transition houses and emergency shelters, a SAFE home offers emergency shelter for women and their children escaping abusive situations.

SAFE homes function in much the same way as the other shelters, with one important difference: The women are sheltered in real homes where they can witness real family life free of the threat of abuse or violence.

Actually, there are five SAFE homes in Cranbrook. Their services are coordinated by the Cranbrook Community Action Committee.

"The people who offer their homes as SAFE homes are all very good role models," says Pat Skardal, Crisis Line Coordinator for the Action Committee. "Some are single women who have come out of abusive situations themselves." Others are couples and families. "By watching well-functioning families the women come to realize that it can be like this, that all men are not bad."

Although SAFE homes may be located anywhere in the community, keeping their whereabouts (and the identity of persons going in and out) isn't a problem — in fact, their very ordinariness may help to conceal their location.

And, says Skardal, "we don't tell anybody where the homes are. We don't tell the police, we don't tell the Crown counsel, we don't tell the woman's lawyer. If someone wants to contact her they have to go through our Crisis Line. We ask the women and their children not to tell anybody where they've been, and the people who run the SAFE home aren't allowed to be seen in public with them."

Ordinary homes with an extraordinary purpose.

Health Services

The objectives of the Health Services programs are to provide medical coverage through the Medical Services Plan of British Columbia (MSP) to eligible clients, and to assist with the costs of required medical equipment, supplies and services. The program is administered under the statutory authority of the GAIN Regulations (section 29).

Staff monitor policy application and the health services budget, and provide field offices with information pertaining to policy interpretation, available health care services and community resources. The section also arranges the purchase of major medical equipment and maintains inventory records of purchases.

A Health Services program budget is allocated to each region of the ministry. Field offices are responsible for determining eligibility for services. Most expenditures are authorized at the local level.

In 1989/90, expenditures totalled $32,274,749.

Medical Coverage

Medical Services Plan coverage is available for unemployable persons, children-in-care, recipients of Handicapped Benefits, single parents of dependent children, persons over 65 who were eligible for assistance before turning 65 and recipients of Child in Home of Relative (CIHR) benefits, where coverage is not available through the child's natural parents. In 1989/90, MSP was provided for an average of 165,00 individuals per month. Premiums are paid by the Ministry of Health.

The work of the Health Services Section has aided not only the ministry, but clients as well. In February, 1989, the Section received a request for a wheelchair, valued at about $15,000, from a young quadraplegic client. The request was not accompanied by a recommendation by a physio or occupational therapist — a document which generally forms the basis of a health needs request.

After requesting additional information from health care professionals who had been working with the client, Section staff determined the client needed much more than a new wheelchair. He was outfitted with equipment and supplies valued at $25,000 — almost double his original request.

Medical Equipment and Supplies

Necessary supplies and equipment are available for eligible people who are not residing in Ministry of Health funded beds and where there are no alternate sources of funding. In certain circumstances assistance may be offered to non-clients with an essential health need. In 1989/90, the ministry purchased or leased beds, mobility aids, respirators, and other items at a cost of $4,796,331.

Medical Transportation/Accommodation

Funds are available to assist with the costs of travel for non-emergency medical treatment. The program covers local transportation, as well as in- and out-of-province travel, meals, accommodation, escorts, and costs associated with the post surgical recovery period. In 1989/90, expenditures totalled $4,406,780.

Dental Program

Persons who have ministry-sponsored health coverage are eligible for general diagnostic and preventive dental care to a maximum of $500 per year. People receiving income assistance who do not have ministry-sponsored health coverage may receive emergency dental coverage to provide treatment for relief of pain only. Payment for orthodontic services is available for children-in-care. Adult orthodontic services may be covered in certain circumstances. In 1989/90, Dental Program expenditures totalled $20,497,232.

Miscellaneous Therapies

The ministry provides extended coverage for essential physiotherapy, massage and chiropractic treatments to eligible recipients and children-in-care. Expenditures in 1989/90 came to $42,684.

Optical Services

This program assists eligible clients with the costs of lenses, frames and selected optical hardware. In 1989/90, 30,000 requests were processed at a cost of $2,551,839.

TABLE 55

Health Care Services, Expenditures, 1985/86 to 1989/90

Year	Expenditures
1989/90	$32,274,749
1988/89	30,504,176
1987/88	29,646,934
1986/87	37,480,249
1985/86	36,014,815

TABLE 56
Gross Costs of Health Care Services, 1985/86 to 1989/90

Year	Medical[1]	Drugs[2]	Dental	Optical	Transport	Other[3]	Total
1989/90	—	—	20,497,232	2,551,839	4,406,780	4,818,898	32,274,749
1988/89	—	—	19,681,841	2,511,660	3,910,060	4,400,615	30,504,176
1987/88	34,812	—	19,534,925	2,539,113	3,794,687	3,743,397	29,646,934
1986/87	9,060,880	163,570,064	18,905,308	2,494,492	3,908,339	3,111,229	201,050,312
1985/86	8,235,595	136,499,740	19,395,146	2,469,225	3,432,718	2,482,131	172,514,555

[1] As of 1987/88, medical costs no longer include payment for Medical Services Plan premiums or hospital co-insurance charges.

[2] Drug costs reported are those incurred under the Pharmacare Program which was transferred to the Ministry of Health, effective April 1, 1987.

[3] These costs include purchase of medical equipment, physiotherapy services, psychology services, speech and occupational therapy and miscellaneous minor services.

The Family Maintenance Program helps recipients of income assistance obtain the maintenance or child support payments to which they are entitled from the person who is legally responsible to pay.

The program has three objectives: to ensure family breakdown does not impoverish dependent family members or place an excessive burden on public funds; to relieve single parents of the struggle to obtain financial support for their families; and to assist persons receiving income assistance to achieve financial independence by obtaining adequate, regularly-paid maintenance.

In British Columbia, almost 40 percent of single parents receive income assistance. The majority of these do not receive regular maintenance or child support payments.

The Family Maintenance Program operates under the authority of the GAIN Act. This gives government the legal right to pursue maintenance payments on behalf of clients.

The 51 family maintenance workers located across the province first work to obtain maintenance for clients by agreement. If an agreement is not reached the case goes to Court and a maintenance order may be issued. The orders are filed for monitoring and enforcement with the Ministry of Attorney General's Family Maintenance Enforcement Program.

The ministry has the authority to pursue any maintenance to which its clients are entitled. In cases where it would not be appropriate to proceed, however, discretion can be used.

In 1989/90, more than 9,000 referrals were made to the program.

Opportunities to Independence Programs

The Opportunities to Independence programs are the main vehicle through which the ministry helps income assistance recipients become self-supporting.

The programs combine wage subsidies, funding for education, and retraining and employment incentives to help people enter the work force.

Opportunities to Independence program budgets are allocated to each region of the ministry. Financial assistance workers and rehabilitation officers in field offices are responsible for determining eligibility, and most expenditures are authorized at the local level.

Employment Initiatives Project

The Employment Initiatives Project coordinates the ministry's involvement in provincial and federal training initiatives, including the federal government's Canadian Job Strategy programs provided under the Canada/B.C. Agreement on employment and training for income assistance recipients. The EIP team also developed the ministry's employment initiative programs, Employment Plus.

TABLE 57

Opportunities to Independence Programs, Expenditures, 1989/90

Employment Plus	
Employment Opportunities Program	$ 9,671,889
Community Tourism Employment Program	4,905,326
Environment Youth Corps	3,845,649
Forestry Enhancement Program	2,660,750
Job Action Program	2,568,991
Regionally Initiated Special Employment Projects	978,624
Assistance to Employment	
Educational, Vocational and Rehabilitative Training	3,200,022
Work Clothing and Transportation	3,454,571
Incentive Allowance for Employment Program	275,589
Day Care Surcharge	245,610
Work Activity Projects	328,747
Total Expenditures for 1989/90 fiscal year	$32,135,768

Employment Plus

Employment Opportunity Program

Under this program the ministry offers a 50 per cent wage subsidy to employers who will hire and train a client receiving temporary assistance or income assurance. The subsidy consists of a maximum contribution of $3.50/hour per trainee for a maximum of six months.

Lori, a recipient of Handicapped Benefits with no previous work experience, was hired by a grocery outlet as a deli assistant. She continued working for the grocery after her training was complete, and went on to win three awards in recognition of her progress and performance on the job.

Lori was never expected to work. Today she is financially independent and very proud to be leading a fuller and more productive life.

The program has two objectives. It provides the ministry's clients with an opportunity to develop and upgrade work skills and eventually gain employment, and it promotes the development of small business by enabling employers to hire additional staff.

Community Tourism Employment Training Program

Through this program the ministry supplies the wages (up to $7.00/hour for laborers and $10.00/hour for supervisors) as well as the employers' share of employee benefits (CPP, UIC, WCB and Vacation Pay) for clients hired by non-profit organizations to work on community tourism development projects.

The goals of the program are to help clients become independent through employment while providing communities with funding to enable them to undertake projects to enhance their tourism potential.

In 1989/90 this program funded a wide range of tourism projects from heritage site restorations to parks development and festival start-ups.

The program is popular. Organizations are pleased with the ministry's screening and referral process, with the work of ministry clients, and with the fact that they are able to initiate long sought-after tourism projects.

A total of $4,905,326 funded 189 projects and created 770 jobs in 1989/90.

In the Interior of B.C., 25 hectares of raw land were developed into a park with a beach, change houses, trails, picnic tables, fire pits and toilets — and 10 ministry clients developed a range of skills related to construction and landscaping.

The Nelson Electric Tramway project employed and trained 13 clients in the restoration of a tram car and construction of a tram way, while providing the community with a significant tourist attraction.

Environment Youth Corps: Income Assistance Component

Employment and training opportunities in outdoor enhancement activities are provided for ministry clients between the ages of 17 and 24 under the Environment Youth Corps: Income Assistance Component.

This program is operated in conjunction with the Ministry of Environment and is managed through a contract with the Outdoor Recreation Foundation of British Columbia. The program offers six-month positions in such projects as trail improvement and salmon enhancement. Young income assistance recipients, recipients of Handicapped Benefits, children-in-care (CIC) and Children in the Home of a Relative (CIHR) are eligible to participate.

In 1989/90, expenditures totalled $3,845,649. 45 communities received funding and 644 clients were employed.

Forest Enhancement Program

This program provides six-month employment and training opportunities for income assistance recipients in forest enhancement work throughout the province. The program is funded by this ministry, but is administered by the Ministry of Forests through silviculture contractors. Social Services and Housing provides the participants' wages of $7 per hour.

In 1989/90, the program employed 335 clients at a total cost of $2,660,750.

Job Action Programs

The Job Action programs provide job-ready, employable income assistance recipients with effective job finding skills.

The programs, which run up to five weeks in length, combine classroom learning with actual job searches. Participants learn to assess their skills, obtain job interviews and present their skills effectively in interviews. Participants also receive an allowance of up to $150 for program-related expenses such as transportation, personal grooming and clothing.

In the 1989/90 fiscal year, $2,568,991 was spent through the Job Action programs. 4,499 clients were served.

Ministry clients are given training in a variety of trades, and helped back into the workforce through the Employment Plus programs.

Regionally-Initiated Special Employment (RISE) Projects

In 1989/90, the ministry provided funding for 26 regionally-initiated projects in eight regions. The purpose of the projects was to develop targeted services based on unique client or employment conditions in the region, and to pilot innovative employment strategies for possible broader application in the future.

Expenditures totalled $978,624 for the fiscal year.

Assistance to Employment

Educational, Vocational and Rehabilitative Training

The ministry will pay the costs related to educational and vocational training programs to prepare income assistance recipients for employment.

In order to qualify for the program, an applicant must already be receiving GAIN or Handicapped Benefits. Further, all other sources of funding must be explored before costs can be provided for educational or vocational training. Clients may participate in ministry-funded training for up to three years.
This program assisted 17,960 clients in 1989/90. Expenditures totalled $3,200,022.

Work Clothing and Transportation

The ministry will help income assistance recipients and recipients of Handicapped Benefits explore realistic employment opportunities, and obtain and keep employment by assisting with the costs of work clothing and transportation.

A work clothing allowance may be provided to a client who has a job interview or confirmed employment.

A transportation allowance may be provided to assist with a local job search, transportation to a confirmed interview or a confirmed job out of the local area. As well, a transportation allowance of up to $90 per month, for up to one year, may be provided to clients who become employed.

Expenditures for 1989/90 totalled $3,454,571.

Incentive Allowance for Employment

Income assistance recipients are encouraged to gain work experience through voluntary work with private sector employers, and public or nonprofit organizations. To assist with this, the ministry will provide an

allowance (for up to six months) to help with related expenses such as transportation and suitable clothing.

In 1989/90, $275,589 was spent assisting 1,010 program participants.

Bridging Benefits

Single parents who leave income assistance and become employed can continue receiving assistance of up to $150 a month for one year toward any day care surcharge. A day care surcharge is the difference between the actual cost of day care and the maximum assistance available as a day care subsidy. In addition, the single parent can receive a transportation allowance and medical coverage for up to one year.

Work Activity Projects

The Work Activity Projects combine life skills training, educational upgrading, counselling and work experience to provide a comprehensive approach to social rehabilitation and to resolve the personal or family problems a client may be facing.

To qualify for the projects, an income assistance recipient must show serious barriers to employment such as a lack of work skills, low educational level, low self-esteem, poor life skills, and personal or family problems that interfere with his or her ability to adjust to the work force. The recipient must also be motivated to participate in the program.

A total of $328,747 was spent assisting 73 clients on Work Activity Projects in 1989/90.

Earnings Exemptions

Eligible recipients who have received income assistance for three consecutive months may keep a portion of their job earnings to assist with work-related expenses. The policy allows for an earnings exemption of up to $50 per month for single persons and up to $100 per month for single persons with handicaps and persons with dependants.

The Enhanced Earnings Exemption was introduced to help recipients become independent of income assistance. In the fourth month on assistance, recipients qualify for the standard earnings exemption. In addition, employable and handicapped recipients qualify for an exemption of 25 percent of their monthly earnings on amounts above the standard exemption, until their earnings are too high to qualify for benefits, or for up to 12 months. An additional six months may be approved at the discretion of the ministry. The handicapped receive the exemption indefinitely.

Where it would be to their advantage, unemployable clients may choose to participate in this program.

TABLE 58
Earnings Exemptions, Number of Cases, as of March 1990

Recipient	Cases With Flat Exemption	Cases With Enhanced Exemption	Total Cases Using An Exemption
Income Assistance	3,377	7,146	10,523
Handicapped Benefits	1,118	639	1,757
Inclusive	4,495	7,785	12,280

Ministry Investigators Program

The objective of the Investigators Program is to prevent fraud and abuse of the Programs For Independence. Under the direction of the area managers, 34 investigators review all reports of fraud and program abuse.

The ministry has the authority to prosecute fraudulent acts through the criminal courts. Emphasis, however, is on prevention of fraud rather than after the fact investigation and prosecution, and the investigators work with Ministry staff to find ways of identifying fraudulent information on applications for assistance.

7,381 reports of fraud were investigated in the 1989/90 fiscal year, which resulted in 275 criminal charges being laid against 98 persons. A further 2,378 settlements were negotiated without court action, resulting in the recovery of $3,017,103.

As it can be assumed that fraudulent claims and overpayments would have continued if left undetected, the total savings achieved by the program cannot be estimated. As well, savings resulting from the preventive nature of the program cannot be measured.

TABLE 59

Investigations, Number of Cases Referred to Ministry Investigators, by Month, 1985/86 to 1989/90

	1989/90	1988/89	1987/88	1986/87	1985/86
April	617	504	656	825	921
May	646	324	753	849	691
June	762	567	778	642	808
July	539	351	780	853	785
August	587	659	673	687	720
September	577	412	736	817	662
October	635	539	909	762	822
November	632	633	849	711	643
December	494	471	624	545	607
January	674	716	731	908	749
February	602	531	751	871	779
March	616	622	701	818	768
Total	7,381	6,329	8,941	9,288	8,955

TABLE 60

Ministry Investigators Program, Statistical Data Covering All Regions, 1985/86 to 1989/90

	1989/90	1988/89	1987/88	1986/87	1985/86
Total Cases Reported for Investigation	7,381	6,329	8,941	9,288	8,955
Charges Laid	98	126	218	195	164
Investigations Completed	8,429	6,441	8,904	9,215	8,707
Settlements Negotiated Out of Court	2,378	2,187	2,898	2,054	2,022
	$3,017,103	3,120,185	3,663,500	2,607,432	2,156,049
Total Monthly Assistance Terminated Due to Investigators Program	$ 519,437	1,128,418	571,232	488,219	512,291
Total Monthly Cases Terminated	1,348	1,008	1,308	1,317	1,357

SECTION 8

Services to Seniors

INTRODUCTION TO SERVICES TO SENIORS

The 75+ age group is the fastest growing segment of the population in Canada today. As the provincial population ages, more services for the elderly are required. In recognition of this, the Ministry of Social Services and Housing offers a variety of programs designed to meet the special needs of senior citizens and to support and enhance their independence, health and well-being.

The programs include the Senior's Supplement, Senior's Benefits, the Bus Pass program, the Shelter Aid For Elderly Renters (SAFER) program, and the Senior Citizen Counsellors Program.

Seniors Supplement

Senior citizens who receive the federal Guaranteed Income Supplement (GIS) as well as Old Age Security (OAS) benefits and Spouses' Allowance are guaranteed a minimum monthly income by the province. Benefits are paid automatically using information obtained from the Old Age Security division of Health and Welfare Canada.

Provincial rates are determined on the basis of the senior's federal OAS and GIS and other declared income. A provincial rate level is set to the bring the monthly income up to a current minimum level.

The number of recipients receiving federal GIS has decreased over the last several years as a result of increased pension incomes.

As of March 1990, the number of provincial Seniors Supplement recipients totalled 46,035. Expenditures for the fiscal year were $21,202,673.

TABLE 61

Seniors Supplement, Recipients and Expenditures, as of March, 1985/86 to 1989/90

Year	Recipients	Expenditures
1989/90	46,035	$21,202,673
1988/89	50,006	22,661,000
1987/88	45,012	20,486,940
1986/87	42,796	16,044,659
1985/86	44,547	16,744,294

Seniors Benefits

Benefits are available to seniors who do not receive Old Age Security benefits. In March 1990, there were 1,894 recipients.

Benefits for Mixed Families with Old Age Security Component

Benefits are also provided for families where at least one member is over the age of 65 and receives federal Old Age Security benefits, and where other family members qualify for benefits under other income assistance programs. In March 1990, there were 295 persons who qualified for assistance under this program.

Shelter Aid For Elderly Renters (SAFER)

The SAFER program provides direct cash assistance to senior citizens, aged 60 and over, on low to moderate incomes who pay more than 30 per cent of their gross income on rent. The amount subsidized is calculated as a percentage of the difference (the rent gap) between the rent level an applicant pays (up to the rent ceiling) and 30 per cent of the applicant's gross income.

In 1989/90, the SAFER program was significantly enhanced. The formula was adjusted to help those seniors with the most financial need, the eligibility age was lowered to 60 from 65, and the rent ceilings and heat allowances were raised.

To be eligible for SAFER, an applicant must:

- be receiving or entitled to receive the Canadian Old Age Security pension or supplement, or be 60 years of age or older and have ten years of continuous residency in Canada after the age of 18;
- be the renter of a principle residence in British Columbia;
- have resided (or spouse has resided) in British Columbia for one continuous year immediately prior to application;
- not be receiving income assistance;
- not be residing in a care facility (licensed or unlicensed) funded by any ministry of the province.

TABLE 62

SAFER, Average Monthly Benefits, Total SAFER Cases and Expenditures, 1985/86 to 1989/90

Year	Average Benefits/Mth for Singles (to March)	Average Benefits/Mth for Couples (to March)	Average Benefits/Mth for Sharers (to March)	Total Cases	Expenditures
1989/90	$116.63	$45.40	$63.09	9,595	$10,422,726
1988/89	58.99	10.03	—	7,722	5,729,134
1987/88	63.15	15.04	—	8,436	6,498,907
1986/87	66.89	20.84	—	8,997	7,140,658
1985/86	70.09	26.02	—	9,384	8,003,816

Bus Pass Program

The ministry's Bus Pass Program permits eligible recipients to purchase a one-year pass at a reduced rate to travel on the public transit system. It is provided to encourage and aid the mobility of low income seniors and handicapped persons.

To be eligible for a bus pass an individual must be a resident of British Columbia. In addition, they must receive the federal Guaranteed Income Supplement (GIS), Spouse's Allowance or provincial Seniors Supplement; be 60 years of age or older and receiving income assistance; or be designated as handicapped and receive Handicapped Benefits.

The bus pass is not valid on HandyDart or on private systems, but can be used on the Skytrain part of the Greater Vancouver public transit system. Most pass holders live in the area served by the Greater Vancouver system; Victoria ranks second.
As of January 1, 1990, the cost to the recipient was $36 per year.

In 1989/90, the administrative efficiency of the program improved substantially, partly through the use of a computer system that helps to establish eligibility.

TABLE 63

Bus Passes, Gross Payments to B.C. Transit and Number of Passes Issued, at December 31, by District

District	Gross Payments (March 31, 1990)	Number (December 31, 1989)
Greater Vancouver	$7,004,616	26,084
Greater Victoria	968,456	4,199
Other Communities	418,651	3,342
Total	8,391,723	33,625

TABLE 64

Bus Passes, Number of Holders, as of December 31, 1985 to 1989

Year	Number
1989	33,625
1988	26,878
1987	32,735
1986	32,879
1985	30,479

Senior Citizen Counsellors Program

Senior Citizen Counsellors are senior citizens located in communities throughout British Columbia who volunteer their time and energy to help their peers.

The counsellors come from all walks of life, and draw on their experiences to assist their fellow seniors in a variety of ways. They offer information about the services and programs available in the community, provide emotional support and counselling, and perform other services as needed to enhance the independence and well-being of senior citizens in their communities.

Counsellors are appointed by the Minister for their abilities and interest and involvement with their peers. Provincial conferences are held every two years, and local workshops are put on as required to keep the counsellors up-to-date on the kinds of services available to senior citizens in British Columbia.

The counsellors submit monthly activity reports and may claim reimbursement for expenses of up to $125 per month.

As of March 1990, there were 173 counsellors. Expenditures for the program in the 1989/90 fiscal year were $260,596.

TABLE 65

Senior Citizen Counsellors, Expenditures, 1985/86 to 1989/90

Year	Expenditures
1989/90	$260,596
1988/89	241,563
1987/88	204,679[1]
1986/87	196,100[1]
1985/86	185,557

[1] These figures include expenditures for provincial workshops.

SECTION 9

Housing

HOUSING

Housing Highlights of 1989/90

- In 1989 there were 1,897 social housing units allocated throughout the province, representing over $136 million in construction costs. The units will be located as follows: 1,323 in the Lower Mainland, 491 on Vancouver Island and 83 in the Interior of B.C.

- As part of the Provincial Housing Action Plan initiated in 1989, the British Columbia Rental Supply Program was established to relieve the shortage of moderately priced rental housing. During the 1989/90 fiscal year, three proposal calls were issued, representing a commitment by government of $80 million over approximately a five to six year term. These units are expected to be completed during 1990 and 1991.

In 1989, the government initiated a Provincial Housing Action Plan which represented an increase of over $120 million for an array of new and enhanced housing programs.

Government's four main housing goals are:

- To help British Columbians meet market determined prices for housing;
- To increase the supply of rental housing;
- To help British Columbians buy and maintain their homes;
- To maximize participation of the private sector in meeting housing needs.

To meet these goals, programs were targeted to three areas: rental assistance, rental supply and homeownership.

The Ministry of Social Services and Housing plays the lead role in coordinating these initiatives. The programs are administered by the British Columbia Housing Management Commission (BCHMC) and other ministries, such as Labour and Consumer Services, and Finance and Corporate Relations.

BCHMC is the provincial agency with the responsibility for administering and delivering provincial and federal/provincial housing and property, on behalf of the Ministry.

BCHMC was established under the *Ministry of Lands, Parks and Housing Act* and by Order In Council No. 2388 of September 7, 1978. Since 1989 it has been authorized under the *Ministry of Social Services and Housing Act.* Although it does not administer any specific legislation, its expenditures are authorized under the *National Housing Act* and the *Ministry of Social Services and Housing Act.*

The BCHMC has two main objectives.

First, through the Social Housing Program, the Commission assists with providing affordable, adequate and suitable housing for core need families, seniors, persons with disabilities and the hard-to-house older singles. This program also assists persons with special needs (such as

children, those in need of temporary shelter, and persons with disabilities who are unable to live independently) with their housing needs.

The second objective relates to market initiatives to increase the supply of rental housing and to encourage homeownership.

Prior to 1986, the federal government administered and delivered social housing programs through the Canada Mortgage and Housing Corporation (CMHC). In 1986, provincial housing roles were expanded under the Federal/Provincial Global Agreement to include delivery of all provincially-led social housing which is cost shared, with the federal government contributing 67 percent of the subsidies.

Since 1986, 7,411 social housing units have been committed through the partnership between the federal and provincial governments, the private sector and nonprofit societies.

In British Columbia, 61,500 units of social housing have been made available to persons in need. BCHMC has played a direct role with respect to 38,000 units: as property manager for 7,600 units (built prior to 1980) and as administrator of agreements and rent subsidies on approximately 30,400 units developed through nonprofit and private sector programs.

Regional Organization

BCHMC's Home Office is located in Burnaby. Regional Offices are located in Vancouver, Surrey, Penticton and Victoria, with Area Offices located in Prince George and Prince Rupert.

The Home Office has five branches: Policy, Planning and Community Relations, Regional Operations, Development Services, Financial and Administrative Services and Personnel and Labour Relations Services.

The Programs

Social Housing Program

There already exists over 61,500 units of social housing in British Columbia. The Social Housing Program includes:

Nonprofit Housing Program: Assists nonprofit societies, cooperatives and public agencies to provide housing for low-income British Columbians. Tenants pay 30 percent of their income as rent. A subsidy makes up the difference between the cost of the facility and the rent paid by the tenants.

Rent Supplement Program: Families, seniors and persons with disabilities living in units managed or subsidized by BCHMC may apply for financial assistance to reduce their rent to 30 percent of their gross income. Rental subsidies make up the difference between the rent paid by the tenant and the actual rent of the unit.

Rent subsidies may be provided for:

- Units managed by BCHMC. There are 7,600 units throughout the province. Tenants apply to BCHMC.
- Units developed by nonprofit housing societies. Tenants apply to the specific society. In the Lower Mainland and Victoria, tenants may also apply to BCHMC.
- Designated units in the private rental market. Tenants apply to BCHMC.
- Subsidized units in federal housing cooperatives built after 1986. Tenants apply to the specific cooperative and/or BCHMC.

Special Facilities Program: Assists nonprofit societies to provide housing for adults with disabilities who need on-site care. A subsidy makes up the difference between the cost of the facility and the rent paid by tenants.

Special Purpose Housing Program: Assists nonprofit societies to provide temporary shelter, as well as housing for children, and the disabled who require some nursing care. The subsidy is in the form of a mortgage write-down to a two per cent interest rate.

Matching Start-Up Grants

Provides start-up grants of up to $20,000 to nonprofit societies to develop unsubsidized rental housing for seniors.

B.C. Rental Supply Program

Established in 1989 to expand the supply of the rental stock in low vacancy communities. This program encourages the construction of rental housing by offering interest assistance to developers. In early 1990, the government doubled its commitment under this program to $80 million. The program was delivered in three phases with the third proposal call being issued in March 1990. Due to the time required to construct new housing, the full impact of the program may not be felt until the end of 1991.

Land Acquisition Program

Established in 1989 to provide for the leasing of government land for multiple dwelling rental housing or other housing initiatives. A budget of $6.9 million was expended to secure initial land sites.

Social Housing Allocation

In 1989 there were 1,897 social housing units allocated throughout the province, representing $136 million in construction costs. The units will be located as follows: 1,323 in the Lower Mainland, 491 on Vancouver Island and 83 in the Interior of B.C.

TABLE 66

Social Housing Allocation for 1989

Category	Nonprofit	Rent Supplement	Special Facilities	Special Purpose	Total
Seniors/Older Singles	368	59	—	—	427
Families	820	126	—	—	946
Disabled	170	76	—	—	246
Special Units	—	—	171	107	278
Total:	1,358	261	171	107	1,897

Federal Cost Sharing

The majority of social housing programs are also cost shared with the federal government through CMHC. Net expenditure by BCHMC for administering programs for 1989 was $52,499,599, of which $50,474,544 was eligible for cost sharing. CMHC's contribution amounted to $31,249,183.

Note: For further information on programs administered by BCHMC, please refer to the Commission's Annual Report.

SECTION 10

Ministry Administration

MINISTRY ADMINISTRATION

Highlights of 1989/90

- The Property Services Branch began the 1989/90 fiscal year with 59 office accommodation projects underway. During the year, an additional 83 office locations or major renovations were started, and by the end of the fiscal year 37 new offices were already in use. Ministry-specific office accommodation standards were designed and implemented by the Property Services Branch.
- The CAP Accounting Office of the Financial Planning Division continued to improve the timeliness of final claim audit and settlement this fiscal year. The concept of a joint review has been accepted by the federal government in place of the multi-audit approach. B.C. was the first province to pilot this concept. Other provinces have since followed suit.

MINISTRY ADMINISTRATION

There are eight administrative divisions offering centralized support services to ministry staff: Administrative Services, Audit Services, Communications, Corporate Services, Financial Planning, Financial Services, Personnel and Staff Training, and Systems Services.

Administrative Services Division

There are four branches in the Administrative Services Division: Asset Management and Supply Services, Offices Services, Procedural Services and Property Services.

Asset Management and Supply Services

The Asset Management and Supply Services Branch implements and maintains asset management systems and vehicle fleet operation procedures; purchases furniture, office equipment, printing services and vehicles; and coordinates the mail service. The branch is the main contact with the Queen's Printer, Vehicle Management, and Postal Services branches of the Ministry of Government Management Services.

Office Services Branch

The Office Services Branch maintains the staff telephone directory, staff list and mailing lists for manuals; controls and distributes manual amendments and operational directives; and provides administrative support for the division.

Procedural Services Branch

The Procedural Services Branch develops office procedures, designs and supplies forms and monitors the production and quality of manuals for the ministry. The branch also coordinates records management, using the Administrative Records Classification System for records storage, retrieval and disposal.

Property Services Branch

The Property Services Branch works with the British Columbia Buildings Corporation and ministry staff to design and manage the acquisition of new offices and the renovation of existing office space.

Staff at the Bowen Road office in Nanaimo enjoy their bright, new ergodynamic office.

Audit Services Division

The Audit Services Division monitors systems and operations to evaluate the adequacy and effectiveness of internal controls, and to determine whether policy is correctly and uniformly administered throughout the ministry.

Audit Services reports directly to the Office of the Deputy Minister. This ensures audit findings and recommendations are considered at the highest management level while allowing the division the independence it needs to meet its objectives.

Audit appraisal activities are coordinated through an audit committee. The committee, which forms a direct link with the ministry executive, endorses audit activities and promotes interest in establishing and maintaining good systems of internal control.

TABLE 67
Audits Completed 1989/90

Ministry District and Resources Offices	56
Nonprofit Organizations Funded by the Ministry	2
Systems Audits	2
Special Audits	2

Communications Division

In September 1989 the Information Services Division became the Communications Division.

The change reflects the enhanced role of the division in managing ministry communications. The division plans and implements public communication, manages issues, informs the public of ministry activities and programs and coordinates the production of all communications released by the ministry.

Division staff work with program and regional staff to market their programs and communicate with stakeholders and staff.

The division also provides a channel for two-way communication between the ministry and the public by receiving public comment and inquiries, and monitoring public and media perception of ministry initiatives.

1989/90 was an exciting and busy year for the Communications Division.

- The division worked with Income Assistance staff to focus more clearly on the goal of client independence. The new name, Programs For Independence, was suggested for the income assistance programs, and a 13-minute video, an easy-to-use policy manual and new pamphlets were produced.
- A series of four television commercials produced for the Foster Parent Recruitment Campaign received numerous local, national and international awards. One of the commercials received the Marketing Gold Award for the best public service commercial produced in Canada in 1989. A second spot received the first Lotus Award for best public service announcement in British Columbia. The series itself was selected from a field of more than 300 entries for the International Advertising Association Bronze Medal at the 32nd Annual New York Film and TV Festival in 1989, and took first place in the Emerald City Advertising Awards in Seattle.
- The Employment Plus campaign continued with television and newspaper ads throughout 1989/90. The campaign brought increased recognition of the ministry's Employment Opportunities programs, and resulted in record numbers of employers hiring ministry clients.
- The Woodlands Downsizing campaign continued, with the introduction of a quarterly newsletter entitled *Opening Doors*.

Corporate Services Division

Three branches make up the Corporate Services Division: Emergency Social Services; Research, Evaluation and Statistics; and Policy, Planning and Legislation.

Emergency Social Services Branch

Emergency Social Services is feeding, clothing, counselling, shelter and registration of victims, evacuees and response workers during civil emergencies and disasters. The Emergency Social Services Branch assists municipalities in planning these services and provides coordination and additional resources to augment municipal efforts during major disasters.

In 1989/90, the ministry facilitated the training of over 800 municipal emergency social service volunteers throughout the province. The volunteers are part of the network that will maintain the provision of services in their municipalities in the event of a major disaster.

To assist the volunteers, and in partnership with the private sector, the ministry has developed a provincial emergency social service support team to provide additional resources to municipalities in major emergencies. This team is made up of the Canadian Red Cross, the Salvation Army, the British Columbia Housing Management Commission, the British Columbia Retail Merchants Association and the Restaurant and Foodservices Association of British Columbia.

The branch also participated in the development and testing of a distance learning guide to be used for training, and finalized the emergency social services component of the provincial earthquake response plan.

Policy, Planning and Legislation Branch

As a result of rapid changes in the social and economic environment, the need for long-range planning by public sector organizations has become increasingly critical. The Policy, Planning and Legislation Branch is responsible for establishing and coordinating the ministry's annual planning cycle and for publishing the annual strategic planning document. This ensures that, consistent with the overall direction and goals of the government, the ministry sets and pursues its goals and objectives in a rational way and establishes a direction which is clear and understood.

Branch staff coordinate the ministry's annual legislative program to ensure a sound legislative base for existing programs and services and new initiatives. Staff also participate in developing social policy discussion papers which look at the impact of major social and demographic trends, and play a lead role in developing corporate policy in Contract Management, Women's Programs, Access to Information and Risk Management.

In 1989/90 the branch produced the first ministry Business Plan outlining the ministry's goals, values, strategic priorities and major program initiatives.

Research, Evaluation and Statistics Branch

The Research, Evaluation and Statistics Branch develops statistical information used to monitor and evaluate ministry programs, analyzes policy and program proposals and provides information and consultation to the deputy minister, ministry executive, and staff.

The branch provides regular forecasts of income assistance caseloads and expenditures to support the ministry's budget planning and monitoring process. It also provides extensive socio-economic and demographic analysis to support the strategic planning initiative.

Branch staff regularly participate in policy and legislative planning initiatives, to bring current research findings and analytical resources to the decision-making process.

Comprehensive evaluations of programs are essential to effective service delivery and public accountability. In 1989/90 the branch undertook a number of evaluations:

- The second and third phases of an extensive evaluation of employment and training programs were begun. This joint federal/provincial evaluation is providing strong support for the effectiveness of these programs.
- The first phase of a major evaluation on the impact of reorganization began with a survey of staff opinion. Surveys of clients and stakeholders are to be initiated in 1990/91. The final report is expected in 1991.
- A pilot project was initiated to evaluate new techniques used in interviewing children suspected of being sexually abused. The final report, due in 1992, will include recommendations on training, policy and inter-agency operating procedures.

- The McLeod Lake and Carrier-Sekani Native Child Welfare projects were evaluated. These projects are models for potential use in other communities. The branch also provided extensive analysis and support to the ministry's Native Child Welfare Project.
- An evaluation of the Reconnect Project, aimed at reintegrating street kids back into the mainstream of society, was completed. A province-wide workshop of participating agencies was held to present and discuss the implications of the evaluation.
- A number of multi-year evaluations continued through the year, such as the Special Needs Adoption pilot project and a range of Family Initiatives projects.

Several new statistical systems were initiated this year, including:

- A comprehensive reporting system that provides comparative service delivery data and indicators of program performance to field management;
- A system to monitor the effectiveness of income assistance eligibility checking;
- A computerized database of day care information that makes possible more accurate cost estimates and simplifies caseload management; and
- A system to monitor and evaluate supported work placements for adults with mental handicaps.

Federal/Provincial Agreements Division

The Federal/Provincial Agreements Division is responsible for negotiations under three agreements between the province and the federal government. These agreements are: the Canada Assistance Plan Agreement (CAP), the Four Cornered Agreement to Enhance the Employability of Social Assistance Recipients, and the Memorandum of Understanding on Indian Child Welfare.

The division also works to ensure that ministerial and provincial priorities are considered when federal/provincial social policy is developed.

Canada contributes a significant share of the ministry's operation and program costs under the *Canada Assistance Plan (CAP) Act* of 1966. The Federal/Provincial Agreements Division works with divisional and program directors to ensure maximum cost-share revenue is recovered from the federal government for ministry programs.

To accomplish this, the division analyzes the cost sharing implications of proposed policies, procedures and legislation. Any cost sharing approved for ministry programs is managed through the Canada Assistance Plan (CAP) Accounting Office.

In February 1990 the federal government announced that a two-year ceiling had been placed on the federal CAP payment for the provinces of British Columbia, Alberta and Ontario. This ceiling limits growth in CAP payments to five percent for the next two fiscal years (1990/91 and 1991/92).

In 1989/90 the Federal/Provincial Agreements Division:

- provided the technical expertise and support necessary for the province's court challenge of the federal government's unilateral imposition of a five percent ceiling on CAP payments.
- arranged the first meeting of the western provincial ministers of social services. The meeting was held in Victoria in April 1989.
- assisted in ensuring that amendments to the federal *Income Tax Act* would not create any tax liability for ministry caregivers who care for children or adults in their own homes.

Financial Planning Division

The Financial Planning Division has two components: the Financial Planning Section and the Canada Assistance Plan (CAP) Accounting Office.

Financial Planning Section

The Financial Planning Section is responsible for coordinating the budget preparation and review process; preparing financial forecasts during the fiscal year; financial management reporting; maintaining the ministry's Chart of Accounts; and ensuring compliance with instructions of Treasury Board and the Office of the Comptroller General.

During the recent conversion of the ministry's accounting system to a new (MSA-based) system, the section played a major role in determining the requirements for and assisting in the development of the revised ministry financial reports.

CAP Accounting Office

The Canada Assistance Plan (CAP) Accounting Office is responsible for the administration of a cost-sharing agreement between the Province of British Columbia and the federal government, made under the provisions of the CAP Act. This agreement provides for the sharing of specific costs related to financial assistance and other welfare programs provided by the province through the Ministry of Social Services and Housing, other ministries, and municipalities. The office also provides accounting services which enable the recovery of actual costs related to caring for Native children-in-care from Indian and Northern Affairs Canada (INAC).

In 1989/90 ministry program expenditures totalled $1,551.2 million, of which $1,246.8 million was eligible for cost sharing. The CAP Accounting Office recovered

- $623.4 million from the federal government for the ministry's current year expenditures, and $3.9 million was returned for adjustments to previous years' claims
- $63.5 million for other ministries' programs (including $1.2 million for cost sharing programs of previous years).
- $1.5 million for municipalities
- $15.98 million from INAC

Financial Services Division

The Financial Services Division is responsible for all of the ministry's financial and accounting functions with the exception of the budget preparation and monitoring process.

Division staff develop and implement all financial policies and procedures, and work closely with program divisions and Systems staff to ensure that financial controls are considered when new policies and systems are developed. They also ensure compliance with Treasury Board policies and central agency directives.

The division delivers four direct service programs: the Seniors Supplement, the Bus Pass program, the Shelter Aid For Elderly Renters (SAFER) program and the Dental Services program. The division was responsible for the B.C. Home Program and the B.C. Second Mortgage Program until those programs were privatized in August 1989 and their delivery was transferred to the Ministry of Finance and Corporate Relations.

In 1989/90 the division completed implementation of the Financial Management Information System (FMIS). FMIS is an integrated financial system which provides accounts payable, commitment accounting, budgetary control and a general ledger.

Also in 1989/90 a strategic plan for financial systems was completed, and work continued on improvements to payroll systems and a leave management system.

Personnel and Staff Training Division

The division's services are delivered under the statutory authority of the *Public Service Act* and the *Public Service Labour Relations Act*. Specific policies are set by the Ministry of Finance, Government Personnel Services Division, and by ministry executive.

The Personnel and Staff Training Division maintains ministry personnel information and provides services in the areas of staff recruitment and selection, training, classification and organization, employee relations, occupational health and safety, statistical and ad hoc reports, and human resource planning.

Central personnel staff provide program and policy services to ministry executive and personnel programs support to regional personnel staff.

Regional personnel offices are located in Coquitlam, Kamloops, Kelowna, Langley, Nanaimo, New Westminster (Woodlands), Prince George, Vancouver, and Victoria. These regional offices provide direct personnel services to regional management and staff.

Staff Training

The ministry provides training in the skills and knowledge that are essential for its staff to carry out their job responsibilities. This training is offered through ministry core training programs for all staff new to their job roles. During 1989/90, approximately 1,400 people participated in this type of training.

Educational and training programs are also available to staff to encourage and support continuous career growth. To effectively offer these opportunities, a close working relationship has been established with our partners in education and the professions. The British Columbia Association of Social Workers (BCASW), schools of social work and community college social service programs assist the ministry by providing educational programs to enhance the capabilities of staff. This coordinated approach is a vital method of demonstrating commitment to ministry staff and ensuring a continuing resource of qualified employees. Special budgets in professional social work education and career enhancement have been established and approximately 200 staff yearly participate.

The division directs a library service for the ministry, providing staff with province-wide access to materials and resources.

Staff take advantage of the many training opportunities offered by the ministry.

Positions

In 1989/90 the number of active ministry employees averaged 4,000 regular staff and 1,000 auxiliary staff. Auxiliary employees ensure the uninterrupted provision of client services, including direct care requirements for the residents of Woodlands. They also provide services to clients during periods of staff illness and to meet peak workload demands.

As of March 31, 1990 there were 4,347 full-time equivalent positions in the ministry. Of these positions, 2,841 were assigned to field services (social workers, financial assistance workers, rehabilitation officers and administrative support staff); 74 worked in After Hours; 811 were assigned to Woodlands (nurses, healthcare workers and other staff required to operate a 24-hour facility); 476 were in program divisions and headquarters offices; and 145 were assigned to miscellaneous areas.

Highlights

Major initiatives and projects undertaken during the year included: the human resources management information plan; the payroll/

personnel/fte project which defined in detail the data requirements for a fully-integrated human resources database; the Health and Attendance Promotion Program, and the Recruitment and Retention Committee. The ministry was also active on an inter-ministry committee on recruitment and retention and various human resource planning initiatives.

Systems Services Division

The Systems Services Division is responsible for planning, developing, implementing, operating, supporting and maintaining data processing systems and services.

Activities of the division include providing education, staff training and documented support (manuals) on the systems available to the ministry. Systems staff also help other staff identify and solve systems problems, help set systems priorities, help select new systems, and work with ministry staff to establish systems security controls.

A number of projects were completed or initiated in 1989/90.

- MIS (Management Information System) Assessment and Referral was implemented in May 1989 to provide assistance in matching income assistance clients with work and education opportunities. The system is part of the government-wide employment initiatives program. Its implementation has improved the ministry's ability to assist clients towards independence, and improved service delivery.
- The Community Information System was implemented in November 1989 as a major enhancement to the After Hours System. CIS allows field workers to electronically send alerts and receive memos from the After Hours (emergency services) offices.
- A Financial Services Division information resource management plan was completed in March 1990 to provide long term plans for systems development and acquisition for the division.
- Systems Services Division provided some of the technical support for the implementation of the Financial Management Information System.

SECTION 11

Legislation Administered by the Ministry of Social Services and Housing

LEGISLATION ADMINISTERED BY THE MINISTRY OF SOCIAL SERVICES AND HOUSING

The Ministry of Social Services and Housing administered the following legislation during the 1989/90 fiscal year:

***Adoption Act*, RSBC 1979, Chapter 4, (Consolidated September 1985) and Regulations (BC Regulation 278-78) and Amendments.**

The purpose of this act is to provide the same rights and privileges for adopted children as for children born to parents in a family.

***Community Resource Board Act*, RSBC 1979, Chapter 58, (Consolidated January 1984) and Regulations (BC Regulation 655-75).**

This act empowers the government to establish human resource and health centres where provincial income assistance programs, social services and health services may be administered by boards composed of local citizens.

***Family and Child Service Act*, RSBC 1980, Chapter 11, (Consolidated September 1985) and Amendments.**

This act provides statutory procedures for protection and care of children who are neglected, abused, abandoned or living without proper supervision or guardianship.

***Guaranteed Available Income for Need Act*, RSBC 1979, Chapter 158, (Consolidated September 1985) and Regulations (BC Regulation 479-76), Consolidated January 1986) and Amendments.**

This act and its regulations provide for essential financial assistance and social services for eligible individuals and families. The social services include day care, family support services, residential care, counselling and rehabilitation services.

***Human Resource Facility Act*, RSBC 1979, Chapter 185 (Consolidated October 1982) and Regulations (BC Regulation 586-76).**

This act and its regulations authorize provincial grants to nonprofit organizations for the development of residential facilities or centres for children, disabled persons and senior citizens.

***Ministry of Lands, Parks and Housing Act*, RSBC 1979, Chapter 277.**

This act authorizes continuation of the British Columbia Housing Management Commission and authorizes the commission to act as agent of the crown. Order-in-council 1578 assigns powers, functions and duties to the Minister of Social Services and Housing.

***Ministry of Social Services and Housing Act*, RSBC 1979, Chapter 274, and Amendments.**

This act establishes the jurisdiction of the Ministry of Social Services and Housing in all matters relating to social and public welfare and income assistance.

***Residence and Responsibility Act*, RSBC 1979, Chapter 364, (Consolidated September 1984) and Regulations (BC Regulations 283-71 and 284-71).**

This act requires municipalities to contribute to the costs of specific social assistance programs for persons in need. (There have been no cases where the municipality has had to contribute since 1982.)

***Shelter Aid for Elderly Renters Act*, RSBC 1979, Chapter 385, and Regulations (BC Regulation 298-77, Consolidated January 1984).**

This act provides for payment of monthly cash assistance to eligible residents of the province who receive Old Age Security benefits and who pay more than 30 per cent of their income on rent.

***Social Workers Act*, RSBC 1979, Chapter 389, (Consolidated January 1984).**

This act permits the government to establish the Board of Registration for social workers.

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